

Tanium ITX for ServiceNow

Transform IT operations with trusted, real-time visibility and intelligent automation—so you can act with certainty, at scale.

Tanium ITX for ServiceNow brings the real-time asset intelligence and automation from Tanium's Autonomous Endpoint Management (AEM) platform directly into ServiceNow, delivering the CMDB visibility and confidence IT teams and AI agents need to make smarter, faster decisions across ITSM, ITOM, and ITAM.

Do you trust the data driving your IT decisions?

In a world of constant change, static CMDBs fall short. Disconnected tools and stale data delay responses, introduce risk, and erode trust in IT operations. Without real-time visibility, teams can't act or automate confidently—leading to missed SLAs, unnecessary spend, and poor digital experiences.

Gaps in your CMDB create multiple pain points:

- **Unnecessary expenditure:** Inaccurate reporting on what software and hardware assets are owned, what is being paid for, and what is being used (or not used) leads to inaccurate and inefficient hardware, software, and cloud spend.
- **Delayed incident response:** Without real-time visibility into IT environments and accurate CMDB data, IT teams are slower to determine incident root causes, analyze downstream impacts, and remediate vulnerabilities.
- **Stalled Implementations:** Incomplete and untrustworthy ServiceNow CMDB data results in lengthy delays in maximizing value and usage and prohibits expansion of platform capabilities.
- **Poor digital experiences:** From IT agents to employees and customers — slow response times, jumping between multiple tools, and lack of self-service capabilities create a negative digital experience.
- **Audit non-compliance:** Without a single source of truth for all hardware and software inventory and usage, financial risk of non-compliant assets is greatly increased.
- **Inaccurate recommendations:** Stale and incomplete data leads to inability to take action.

94%

of enterprises can't see at least 20% of their network-connected assets.

70%

of IT teams lack confidence in the visibility of 85%+ of their endpoints.

93%

reduced scan times of hardware, software, and virtual assets for Tanium users.

With Tanium ITX for ServiceNow, organizations can quickly and confidently shift from reactive troubleshooting to proactive automation, powered by Tanium's AEM platform. IT teams and AI agents gain complete real-time visibility and the power to act directly within ServiceNow – accelerating resolutions, improving compliance, reducing spend, and driving better outcomes across the board.

Complete, real-time visibility into hardware, software, and virtual asset inventory and usage.

Maintain a fully accurate, Common Service Data Model (CSDM)-compliant ServiceNow CMDB with the Service Graph Connector for Tanium. Stream and act on real-time, high-fidelity endpoint data.

- Online or offline, get up-to-date data on every device connected to any network, including software inventory and usage.
- Natively leverage ServiceNow platform capabilities and instantly integrate with ServiceNow Asset Management (SAM) and ServiceNow Hardware Asset Management (HAM).

Reduce costs from unnecessary hardware and software spend and financial risk from audits and non-compliant assets.

Minimize point solution spend by knowing exactly what you own, what you're paying for, and how it's being used (or not).

- Optimize licenses, reclaim resources, and ensure you're only paying for what you need.
- Consolidate tools and costly integrations with network-agnostic visibility and control of Windows, Mac, and Linux devices.
- Automatically remove non-compliant software when used with ServiceNow SAM.
- Drive more value from the ServiceNow platform by collecting 20-30% more real-time data supporting strategic risk and compliance use cases.

Improve MTTI and MTTR with real-time insights embedded in ServiceNow workflows.

Leverage fully accurate CMDB data and real-time insights with ServiceNow workflows to proactively investigate, remediate, and confidently plan for changes.

- Investigate, prioritize, and remediate incidents without switching between tools or chasing data.
- Act on endpoints (e.g., run script, restart services, deploy software packages) from the context of a ticket in ServiceNow and with a full audit history.
- Accurately map hardware, software, and dependencies in ServiceNow and confidently plan for changes to software and infrastructure.



“We’re integrating Tanium with our CMDB to enable users to self-service their patch scheduling, capture new builds with default patch schedules, improve reporting, and lift the burden from our operational staff.”

Timothy Bremm
Lead enterprise architect
Honeywell

Empower employees with self-service experiences that reduce ticket volume.

Automate software deployments on end-user machines with a self-service software catalog tied to procurement, approvals, and license pools.

- Empower end-users to request software that is applicable to their assigned devices without back-and-forth messaging or convoluted approval processes.
- Automate self-service software deployments through a native service catalog, including license allocation when used with SAM.

Automate patch planning and execution aligned to change management.

Plan for, schedule, prioritize, and deliver patches at scale through configuration item correlation and change management processes.

- Proactively mitigate risk, maintain compliance, and reduce disruption caused by gaps in outdated endpoints missing critical patches.
- Confidently plan patch deployments through the change lifecycle in ServiceNow.

“Organizations worldwide are facing sophisticated ransomware, attacks on the digital supply chain and deeply embedded vulnerabilities. The pandemic accelerated hybrid work and the shift to the cloud, challenging CISOs to secure an increasingly distributed enterprise – all while dealing with a shortage of skilled security staff.”

Peter Firstbrook
Research Vice President
Gartner

Tanium solutions for ServiceNow

ServiceNow brings organizations of every size and in every industry smarter, faster, and better ways to work. With Tanium's ServiceNow solutions, these organizations can maximize their investment in ServiceNow by leveraging real-time endpoint data that is accurate at any scale, no matter if the endpoint is physical, virtual, cloud-based, or IoT.

Tanium ITX for ServiceNow delivers real-time asset intelligence and automation directly into the ServiceNow platform, transforming the way IT operations teams manage endpoints, resolve incidents, and maintain CMDB accuracy. Powered by Tanium's Autonomous Endpoint Management (AEM) capabilities, this solution gives IT teams live visibility and control over their entire estate—so they can act with confidence, not lag behind static data. Tanium ITX eliminates blind spots by continuously updating the CMDB with high-fidelity, actionable data, enabling agents to respond faster, reduce escalations, and improve service delivery across the board.

By embedding Tanium AEM into the ServiceNow experience, Tanium ITX empowers IT teams to move from reactive ticket resolution to proactive, intelligent workflows. Whether responding to incidents, planning patch deployments, or managing endpoint compliance, teams benefit from real-time insights, AI-assisted automation, and built-in oversight—all without leaving the ServiceNow interface. With ServiceNow as the platform for intelligent workflows and Tanium as the engine for real-time endpoint intelligence, IT organizations can streamline operations, accelerate time to resolution, and deliver a more seamless experience for both employees and administrators.

With Tanium ITX for ServiceNow, employees and customers can:

- View every network-connected asset on any network in your IT estate
- Improve SLAs and IT agent, employee, and customer experiences
- Accelerate ServiceNow CMDB implementations and platform adoption
- Consolidate tools, reduce manual efforts, and take control of end-to-end lifecycle management
- Reduce financial and security risk, and improve IT operations

Tanium ITX for ServiceNow unites IT Service Management, IT Asset Management, and IT Operations Management with real-time asset visibility and actionability through a complete, accurate, and up-to-date view of their enterprise hardware, software, and virtual asset inventory and usage in the ServiceNow CMDB. From self-service software deployments and usage-based revocation to incident remediation and planned patch operations, Tanium and ServiceNow work better together.

Business differentiators

- Completely accurate, real-time visibility into hardware and software inventory and usage
- Consolidate tools, reduce manual efforts, eliminate customizations, and optimize spend
- End-user self-service deployments of software with defined lease periods, approvals, and license allocation
- Expedite the investigation, response, and remediation of incidents through automated workflows in ServiceNow
- Accelerate implementations and increase time-to-value of ServiceNow
- Confidently plan for changes while reducing mean time to investigate (MTTI) and mean time to remediate (MTTR) SLAs

Technical differentiators

- CSDM-compliant, semi-hourly enrichment of the ServiceNow CMDB through a Service Graph connector — no matter the operating system or network connection
- Fully certified, CSDM-compliant ServiceNow integrations leveraging Tanium's patented linear chain architecture for real-time data and remediation
- Collect and correlate real-time vulnerability and compliance data with configuration items in the ServiceNow CMDB
- Automated patching tied to change management processes
- Enriched incidents with real-time endpoint data and actions
- Natively integrate with ServiceNow SAM, HAM, and Client Software Distribution (CSD)



Learn more about Tanium & ServiceNow

Discover how Tanium and ServiceNow can help your organization reduce cyber risks and increase control.

[LEARN MORE](#)