

Tanium Autonomous Endpoint Management for ServiceNow

Fuel ServiceNow AI agents and workflows with Tanium's real-time intelligence, so you can act with certainty and at scale.

ServiceNow customers are facing unprecedented pressure on their IT and security teams. They're being asked to move faster, respond smarter, and deliver exceptional service in an environment defined by constant change—all while juggling disconnected tools, stale data, and reactive processes that leave little room for innovation.

Tanium Autonomous Endpoint Management (AEM) for ServiceNow is changing the game

Tanium and ServiceNow have partnered to combine Tanium's real-time endpoint intelligence with the power of ServiceNow's digital workflows and AI agents.

Through this partnership, organizations can shift from reactive operations to confident, proactive IT management. Whether it's a help desk agent resolving issues, a security analyst investigating a threat, or a compliance officer preparing for audit—Tanium AEM for ServiceNow delivers the visibility, automation, and intelligence they need, all within the ServiceNow experience they already trust.

With Tanium AEM for ServiceNow, customers can:

- **Enhance IT operations management (ITOM):** Tanium AEM ensures that the data in your ServiceNow Configuration Management Database (CMDB) is up to date and accurate. This leads to fewer escalations, higher first-call resolution rates, and more efficient incident diagnosis and remediation.
- **Improve security operations (SecOps):** Tanium AEM enables real-time detection and automatic remediation of vulnerabilities, providing analysts with full context to respond quickly and confidently.
- **Continuously manage compliance and risk:** Organizations can shift from periodic checks to continuous compliance, catching configuration drift early, remediating policy violations automatically, and making audit preparation proactive.
- **Get real-time answers:** Tanium AEM leverages generative AI to interpret your questions and provide answers in plain English and backed by real-time data.

94%

of IT decision makers discovered endpoints they weren't aware of.

43%

of of enterprise risk management decision-makers reported three or more discrete critical risk events over the past 12 months.

93%

Tanium customers report a 93% reduction in weekly scan times of their hardware, software, and virtual assets.

These use cases highlight how Tanium AEM for ServiceNow can transform IT operations, security, and risk management, making processes more efficient, proactive, and intelligent.

More than operational efficiency: A transformation in how work gets done at scale

Imagine this: You're in your ServiceNow workspace, reviewing a patch update. You're concerned about the potential risks of deploying the patch. Do you deploy the patch across your environment in phases or all at once? How long will it take to fully deploy? And how do you balance your other priorities in the meantime?

With Tanium AEM for ServiceNow, you don't have to wonder about the risk of deploying the patch.

- Consult Tanium Confidence Score for context on the patch's safety, reliability, and deployment efficacy.
- Deploy the patch in strategic phases aligned to your change management process, reducing disruption and maintaining availability.
- Oversee patch deployment without switching between tools or chasing down answers.

That's just the beginning. Tasks that once required days—like locating non-compliant devices, identifying unauthorized changes, reclaiming unused software, or validating audit controls—take minutes with Tanium AEM for ServiceNow.

And built-in generative AI makes IT discovery easier than ever. Ask a question like, "Which servers haven't been patched in 30 days?" and get an answer, backed by real-time data you can trust.

This is the heart of the Tanium AEM + ServiceNow value: enabling people and AI agents to make better decisions, faster—and then act on them with certainty. No guesswork. No delays. Just proactive, intelligent outcomes across IT, Security, and Risk.

For enterprises, the impact is measurable:

- Stronger operational health
- Faster time to resolution
- Continuous compliance
- Fewer escalations
- Better employee and customer experiences

And above all—greater certainty in every decision, every action, and every outcome.

Tanium & ServiceNow integrated solutions

Tanium AEM for ServiceNow isn't just what it enables—it's how it builds on the proven solutions customers already rely on (ITX, Security Operations, and IRM). Enterprises across industries have trusted Tanium and ServiceNow to streamline IT, strengthen security, and manage risk. With Tanium AEM for ServiceNow, those solutions become even more powerful—because now, they're not just connected, they're continuous.

Tanium ITX for ServiceNow

Tanium ITX for ServiceNow unifies IT Service Management, IT Asset Management, and IT Operations Management with trusted visibility, control, and remediation through a complete, accurate, and real-time configuration management database (CMDB).

Tanium AEM works through Tanium ITX for ServiceNow to enhance IT Operations Management (ITOM) and IT Service Management (ITSM) by keeping asset data live and accurate. Your CMDB isn't just updated—it's trusted. When an incident arises, agents don't need to wait or guess. They can diagnose and remediate directly in ServiceNow, powered by real-time insights and AI-generated recommendations. This means fewer escalations, higher first-call resolution rates, and more time spent on their most important work.

Tanium Security Operations for ServiceNow

Tanium Security Operations for ServiceNow unifies IT, security, and risk teams in ServiceNow to proactively identify, prioritize, and remediate risk and security incidents.

Tanium AEM enhances our Security Operations for ServiceNow solution to turn delayed detection into real-time action. Vulnerabilities surface the moment they appear, and remediation can happen automatically—before threats spread. Even better, Tanium's data flows directly into ServiceNow workflows, giving analysts full context to respond with speed and certainty. It's not just containment—it's control, built for the scale and speed of today's threats.

Tanium Integrated Risk Management (IRM) for ServiceNow

Tanium IRM for ServiceNow integrates real-time data and automation to enhance compliance management, streamline risk assessments, proactively alert on critical risk events, and provide comprehensive visibility into enterprise risk posture.

Tanium AEM enhances our Integrated Risk Management for ServiceNow solution, empowering organizations to shift from periodic checks to continuous compliance. Configuration drift is caught early. Policy violations are remediated automatically. And audit prep becomes a proactive process—not a scramble. It's governance that runs at the speed of business. Tanium AEM for ServiceNow meets teams where they are—inside the platform they already know



Agentic AI: A leap forward for IT security and operations

This level of coordination and intelligence doesn't happen by chance—it's enabled by Tanium's agentic framework. Designed with flexibility at its core, the framework acts as the connective layer between people, AI agents, and the dynamic environments they operate in. It allows organizations to design tailored workflows and the AI agents that enable them, unifying automation across teams and toolsets.

Example AI agent use cases:

- Help end users troubleshoot a broken user application
- Automatically reclaim unused software
- Remove unauthorized software from an endpoint

The result is decisions that are faster and smarter, automation that's reliable, and AI agents that operate with context and confidence—all within the ServiceNow experience. Recommendations are contextual, responses are faster, and employees get a seamless experience.

Tanium AEM for ServiceNow meets teams where they are—inside the platform they already know

There's no need to rip and replace, no new tools to learn. Just better, faster, more confident decisions—driven by data that's always current, AI automation that's always smart, and workflows that are built to evolve.

Just one integrated platform, powered by real-time intelligence, where every person—and every AI agent—can act with certainty.

- **Operational efficiency:** Tasks such as locating non-compliant devices, identifying unauthorized changes, reclaiming unused software, and validating audit controls are completed in minutes instead of days.
- **Proactive IT management:** Help desk agents, security analysts, and compliance officers can resolve issues, investigate threats, and prepare for audits with visibility, automation, and intelligence within the ServiceNow experience.
- **Real-time decision making:** Tanium Confidence Score aggregates real-time global insights to provide context on the safety and reliability of actions and changes, allowing strategic deployment of updates.
- **AI-driven automation:** Generative AI becomes actionable, enabling users to ask questions and receive answers backed by real-time data.
- **Seamless integration:** Tanium AEM meets teams where they are, inside the ServiceNow platform they already know, without the need for new tools.

This is what transformation looks like. Not more tools. Not more noise.

Just one integrated platform, powered by real-time intelligence, where every person—and every AI agent—can act with certainty.

Because when you can see everything, you can solve anything.

Learn more about Tanium partnership with ServiceNow

Get your personalized demo today.

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