

# Tanium + ServiceNow: Better Together

Integrating Tanium with ServiceNow enhances your data, workflows, and outcomes with maximum visibility, control, and remediation.

ServiceNow customers face many challenges, including asset visibility, customer and employee experiences, and the ability to identify, prioritize, and respond to vulnerabilities and threats. These challenges can have a significant impact financially as well as operationally if a breach occurs.

## Tanium enhances ServiceNow with powerful integrated solutions

Tanium and ServiceNow have partnered to provide 100% asset visibility; improved agent, employee, and customer experiences; reduced vulnerability risk; and overall enhanced compliance by coupling real-time endpoint data with seamless IT operations and security workflows.

### WITH TANIUM AND SERVICENOW TOGETHER, CUSTOMERS CAN:

- Establish a complete, accurate, and up-to-date configuration management database (CMDB) providing full visibility of your hardware and software inventory data.
- Increase productivity and accelerate growth by delivering superior digital experiences for employees and customers.
- Enable organizations to identify, prioritize, and respond to vulnerability risks with end-to-end vulnerability response lifecycle automation.
- Enhance overall compliance through real-time endpoint data coupled with seamless IT operations and security workflows.

Ultimately, by maximizing the capabilities from both the Tanium and ServiceNow platforms working in synchrony, customers can remove costly integrations from a multitude of point solutions and benefit from a single endpoint agent all through the Tanium XEM platform.

servicenow

## In 2024

By 2024, Gartner predicts, organizations providing a great total experience will outperform competitors by 25% in both customer and employee experience (CX/EX) metrics.

## 50%

50% of 1000 executives surveyed indicated that they have essentially been ineffective at providing staff with the technology and data they need to improve total experience (TX).

## 33%

33% of breach cost is lost business from system downtime, customer churn and diminished reputation.

## 20%

In 94% of organizations, 20% of network-connected assets are unknown and undiscovered.

## YOUR CHALLENGE

### Ensure total asset visibility, provide excellent customer and employee experiences, and quickly identify and respond to all vulnerabilities and threats.

ServiceNow can centralize and normalize data from your mix of legacy and new management tools to create a consolidated Configuration Management Database (CMDB). However, unless you directly address any underlying visibility gaps, your investment could fall short. Incomplete, inaccurate, and out-of-date CMDB data can impede processes and workflows that IT, operations, and security teams leverage to support customer and employee experiences, triage and remediate incidents, and ensure infrastructure is secure and up to date.

#### Lack of IT visibility can lead to multiple problems

- Maintaining accurate and complete asset data can be challenging, especially for organizations with large, diverse IT environments.
- If internal issues degrade the agent and employee experience, this can have a compounding effect, slowing an organization's deliveries to customers.
- Integrating and maintaining multiple tools and point solutions can lead to inefficiencies and complexities in overall spend, administration, and usage.
- Quickly identifying vulnerabilities across the IT infrastructure can be a challenge. Patching at scale to close the loops on those vulnerabilities can be difficult, too.
- Many organizations lack the vulnerability scoring, risk assessments and IT-to-operations communications needed to prioritize remediation.

#### These challenges can negatively impact your business

- Only 30% of IT operations and security teams feel confident that they have visibility into 85% to 95% of their network-connected endpoints.
- In 94% of organizations, 20% of network-connected assets are unknown and undiscovered.
- By 2024, Gartner predicts, organizations providing a great total experience will outperform competitors by 25% in both customer and employee experience (CX/EX) metrics.
- 50% of 1000 executives surveyed indicated that they have essentially been ineffective at providing staff with the technology and data they need to improve total experience (TX).
- 33% of breach cost is lost business from system downtime, customer churn and diminished reputation.

## YOUR SOLUTION



## Real-time data, 100% visibility, comprehensive risk reduction, and improved total experience – integrated seamlessly with your CMDB.

### Deliver full value from your ServiceNow investment with the Tanium XEM platform

Take advantage of Tanium's integrations with ServiceNow to get a fully functioning CMDB up and running in just minutes, with 100% asset visibility and real-time reporting.

You'll also improve agent, employee, and customer experiences, reduce vulnerability risk, and enhance overall compliance through real-time endpoint data coupled with seamless IT operations and security workflows.

By plugging Tanium into ServiceNow and Sentinel, our operations team can achieve total visibility across all three core platforms without any data silos.

**Mark Wantling**  
CIO, University of Salford

### WITH TANIUM, YOU CAN:

- Get a complete and up-to-date view of your enterprise hardware, software, and virtual inventory in the ServiceNow CMDB. Any network, any operating system – all from a single agent.
- Consolidate tools, significantly reduce costs, and minimize risk with comprehensive visibility into hardware and software inventory and utilization.
- Maximize productivity, expedite mean time to investigate (MTTI), and reduce mean time to resolve (MTTR) by eliminating the need for remote sessions and end-user interruptions to get the data your teams need and coordinate processes between teams.
- Leverage real-time data and reduce context switching to proactively identify, alert, and remediate issues before they become a problem.
- Reduce manual efforts in hunting threats and researching industry standards with real-time vulnerability and compliance data collection in minutes for automated correlation and prioritization.
- Close the loop on vulnerability and compliance risk with automated patch orchestration tied to planned change processes, and enrichment of security incidents with real-time intelligence and threat prevalence searches.

## USE CASE

### Establish a complete, accurate, and up-to-date CMDB in ServiceNow

Optimize software, hardware, and cloud costs while reducing risk with real-time visibility and CMDB data you can trust.

When minutes matter, trusted CMDB asset data is vital in determining audit and compliance status, analyzing downstream impacts, and providing immediate remediation to quickly restore services.

### With Tanium and ServiceNow, you can:

- Uncover every network-connected asset – physical, virtual, cloud-based, mobile, IoT or other – without remote connections or VPNs.
- Understand where hardware and software assets are being used (or not used), in order to reclaim licenses and fees.
- Collect 20-30% more real-time data, with a 93% reduction in scanning time, to support strategic risk, audit, and compliance use cases.
- Accelerate ServiceNow implementations and time-to-value with completely accurate CMDB data enrichment in minutes.

## USE CASE

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### **Maximize productivity and elevate experiences**

Drive impactful total experience across customers and employees through unparalleled visibility into IT infrastructure and endpoints, reduced costs and complexity of point solutions, and increased transparency and efficiency.

Internal issues that affect employees and their ability to work without disruption have a compounding effect on an organizations' capacity to deliver to their customers, and vice versa.

#### **With Tanium and ServiceNow, you can:**

- Gain visibility into every endpoint powering an organization's IT infrastructure, including real-time monitoring and advanced reporting.
- View and remediate performance events, terminate processes, restart services – all without remote control or interruption of end-user workflows.
- Minimize IT service ticket creation by empowering end users to take actions proactively and independent of IT agents using simple, automated workflows that remediate and optimize their experience before they run into issues.
- Proactively identify and remediate incidents before they become a problem, through automated and integrated alerts in workflows
- Minimize IT service ticket creation by empowering end users to take actions proactively and independent of IT agents using simple, automated workflows that remediate and optimize their experience before they run into issues.
- Reduce ticket loads to refocus your IT agents' time on tasks that better leverage their expertise and provide more value to the business.

## USE CASE

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### **Mitigate risk, raise compliance, reduce disruptions, cut complexity**

Identify financial and security risk from vulnerabilities and non-compliant configurations, prioritize for remediation based on criticality of threats and endpoints, and close the loop with automated patch orchestration.

Today's CISOs need to have complete visibility and control of all assets across an expanding and distributed landscape, while being secure and agile enough to complete impromptu audits, meet ever-changing compliance requirements, keep up to date on the latest vulnerabilities and respond to security incidents quickly.

#### **With Tanium and ServiceNow, you can:**

- Scan, collect and report on real-time vulnerability and compliance data – across all networks and operating systems, in just minutes – to find gaps that lead to inaccurate data and increased financial and security risk exposure.
- Automatically correlate vulnerabilities and compliance assessments with configuration items in the ServiceNow CMDB to prioritize remediation based on risk calculations, ensuring your most critical systems and highest risks are resolved first.
- Eliminate the time and manual effort of remediation validation with the ability to automatically rescan endpoints and confirm change outcomes. Leverage their expertise and provide more value to the business.
- Confidently plan patch deployments at scale through the change lifecycle in ServiceNow – with test and deployment plans, approval processes and scheduled workflows.

## USE CASE

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### **Eliminate costly integrations and fill in the gaps left by point solutions**

Unified platform approach to provide complete visibility, enhanced endpoint security, improved experiences, reduced risk, and streamlined IT and security operations with real-time data – all from a single agent.

Time-consuming manual tasks, expensive integrations, constant context-switching, siloed communication and lack of shared data visibility – adding new tools and solutions keeps increasing the burden on IT operations rather than alleviating current pain-points.

#### **With Tanium and ServiceNow, you can:**

- Gain comprehensive visibility and control of 100% of managed and unmanaged endpoints, regardless of location or operating system.
- Aggregate real-time live asset data with the most recent data from offline assets.
- Understand the usage of your hardware and software infrastructure to make informed decisions, leveraging Tanium's patented linear chain scanning across large, distributed networks and subnets.
- Bridge the gaps between IT, security, and risk teams by providing high fidelity, real-time data enrichment to incidents, changes, security incidents, and more.

**By integrating Tanium with ServiceNow, you can provide 100% asset visibility; improve agent, employee, and customer experiences; reduce your vulnerability risk; enhance overall compliance; consolidate tools and point solutions; and eliminate data and communication siloes between teams.**

Tanium has built ServiceNow integration solutions aligned with a Value Realization Framework. This ensures that organizations can adopt Tanium's integration solutions in a structured approach, empowering them to achieve their business outcomes at a desired pace. Also, the framework organizes capabilities and outcomes to effectively realize increasing value as additional capabilities are adopted.

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**Visibility**

Optimize software, hardware and cloud costs with real-time visibility and CMDB data you can trust.

- Physical, virtual, software, cloud-based, mobile, IoT, or other. Hardware, software, and virtual assets are automatically mapped to the appropriate object structure in ServiceNow.
- Leverage automatic object mapping and Tanium's ability to stream real-time, high-fidelity data with the power of ServiceNow workflows.
- Access live, actionable endpoint performance data directly inside of ServiceNow, without any remote control or interruption of end-user workflows.

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**Control**

Automatically correlate configuration items with real-time vulnerability, configuration compliance, and change authorization assessments.

- Automatically search for known vulnerable assets, configurations, activities, and traffic on your network – whether you leverage the Security Content Automation Protocol (SCAP), Open Vulnerability and Assessment Language (OVAL) content, or any industry regulatory requirements such as PCI, HIPAA and SOX.
- Enrich security incidents with the most important, real-time data about associated configuration items – including logged in users, network statistics and running processes – and the ability to search across all endpoints for risk occurrences.

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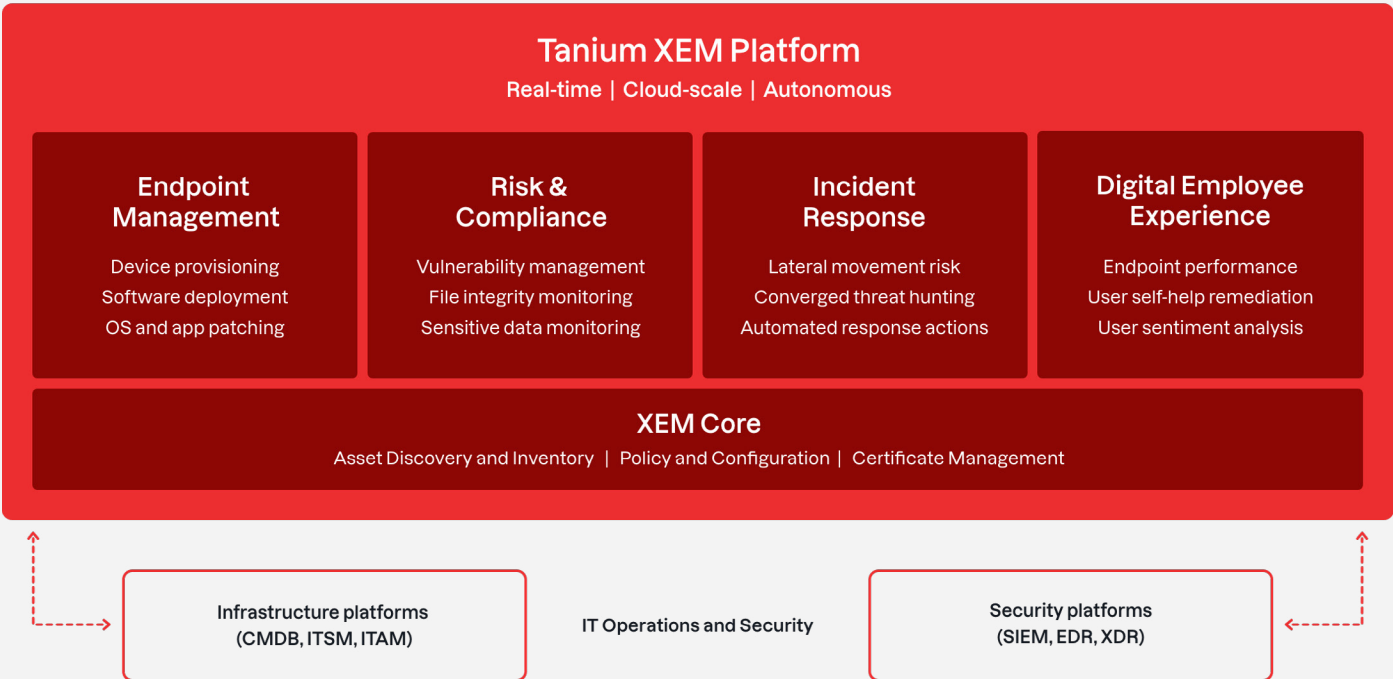
**Remediation**

Prioritize, remediate, and validate change outcomes with patch orchestration at scale.

- Classify and prioritize patch initiatives at scale, based on known vulnerabilities and their calculated risk, ensuring the most critical risks are resolved first.
- Confidently plan patch deployments through the change lifecycle in ServiceNow, with test and deployment plans, approval processes, and scheduled workflows.
- Eliminate the time and manual effort of remediation validation with the ability to rescan and confirm change outcomes automatically.

# Converged Endpoint Management (XEM)

Visibility, control, and remediation for all endpoints



## OUR PLATFORM

Transform IT visibility, control, and remediation with ServiceNow and Tanium.

### Tanium IT Asset Management (ITAM) for ServiceNow →

Optimize software, hardware and cloud costs while reducing risk with real-time asset visibility.

### Tanium Total Experience (TX) for ServiceNow →

Increase agent productivity to yield impactful employee and customer experiences with proactive incident management and real-time remediation.

### Tanium Vulnerability Risk and Compliance (VRC) for ServiceNow →

Identify financial and security risk from vulnerabilities and non-compliant configurations and remediate through patch orchestration in ServiceNow.

Tanium, the industry's only provider of converged endpoint management (XEM), leads the paradigm shift in legacy approaches to managing complex security and technology environments. Only Tanium protects every team, endpoint, and workflow from cyber threats by integrating IT, Compliance, Security, and Risk into a single platform that delivers comprehensive visibility across devices, a unified set of controls, and a common taxonomy for a single shared purpose: to protect critical information and infrastructure at scale. Visit us at [www.tanium.com](http://www.tanium.com).