Tanium Total Experience (TX) for ServiceNow

Improve employee and customer experiences with proactive incident management, software self-service, and real-time remediation.

Tanium Total Experience (TX) for ServiceNow enables employees to resolve issues independently and unburdens IT agents from time-consuming tasks, thereby allowing for focus on problems and innovations that highly impact customers.

Organizations can gain a significant competitive advantage by optimizing their customer and employee digital experiences, yet few are prepared to do so.

To succeed in today's business climate, organizations need to transform digital experiences in ways that differentiate them from those of the competition. What's more, the past focus on customer experience (CX) and employee experience (EX) alone is no longer adequate.

What's needed today is a total experience (TX). Building on the foundations of CX and EX, total experience begins by identifying the needs of both employees and customers. It then addresses the places where their journeys intersect, focusing on providing better employee experiences that in turn drive great customer experiences, creating a superior experience for all.

One key enabler of total experience is the IT agent. IT increasingly supports and powers every function within a business, from the infrastructure used to deliver services, to the end-user devices leveraged by all employees. When IT is efficient, employees get more done and in turn can drive greater customer outcomes.

However, few organizations today are ready or able to provide an excellent TX. This is a risky situation. Organizations that successfully transition to a total experience approach achieve greater outcomes that maximize investments and achieve tangible ROI. But those organizations that can't provide an excellent TX will find those benefits elusive.

1,000

In a recent survey of 1,000 executives conducted by ServiceNow and ThoughtLab, nearly half the respondents claimed to be ineffective in providing staff with the technology and data needed to improve the total experience (TX).

9 in 10

A recent Forbes Insights survey finds that nearly 9 in 10 executives at companies that consider themselves revenue-growth leaders agree that better EX leads directly to better CX.

25%

By 2024, organizations that provide a TX will outperform their competitors by 25% in satisfaction metrics for both customer and employee experience, predicts Gartner.

With Tanium Total Experience (TX) for ServiceNow, organizations can 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.

Maximize employee and agent productivity

- Optimize your organization's digital work experience and drive broader usage of its capabilities. Agents in ServiceNow can launch Tanium Introspect UI or use remote-access tools, proactively addressing issues before an employee becomes aware or calls the help desk.

- Use real-time monitoring, automated remediations and advanced reports to keep endpoints and applications healthy, performing well and in use.

- Improve the efficiency of agents and end-users with increased productivity and uptime for a seamless service experience.

- Strengthen employee loyalty and lower attrition, improve organizational capacity for transformation, and drive innovation and collaboration.

- Improve customer retention by leveraging the employee experience for a positive feedback loop.

- Reduce the impact of outages. Lower your MTTI and MTTR. Boost productivity with reduced context switching.

Proactively identify and remediate issues *before* they become problems

- Prevent issues from becoming problems. Empower agents to take actions proactively through automated and integrated alerts and workflows in ServiceNow. Then remediate the issue across the infrastructure, improving both experiences and end-user sentiment.

- Seamlessly detect and alert IT security and service agents about unplanned changes on your managed assets that can lead to service outages.

- Provide simple, automated workflows that remediate and optimize the total experience.

- Refocus your IT agents by reducing their ticket loads, then giving them tasks that better leverage their expertise and provide more value to employees and customers.

- Improve end-user sentiment by targeting the identification of risks and shortening remediation timelines.

Manage the software cycle efficiently—from request to revocation

- Enable administrators to easily create all the records necessary to deploy software from service catalog requests, including software models and catalog items.

- Automate software deployment, updating and revocation with Tanium Deploy.

- Manage licenses and compliance of deployed software by enabling integration with ServiceNow's Software Asset Management (SAM).

- Deploy software directly from ServiceNow, ensuring that entitlements and software licenses are validated across your managed assets.

- Improve employee satisfaction and IT-support performance with automated self-help software deployment.

Tanium Total Experience (TX) for ServiceNow improves agent productivity and transforms the customer and employee experience.

Modernize IT platforms to support the total experience

Tanium has integrated its industry-leading XEM platform with ServiceNow—the leader in the 2022 Gartner Magic Quadrant for IT Service Management (ITSM) Platforms for the ninth year in a row—bringing unparalleled visibility, real-time data, and proactive remediation to improve overall agent and user experiences.

Enter the modern digital total experience (TX): focusing on providing better employee experience (EX) that in turn improves customer experience (CX). Enabling employees to resolve issues independently and unburdening IT agents from time-consuming tasks, thereby allowing for focus on problems and innovations that highly impact customers.

WITH TANIUM TOTAL EXPERIENCE (TX) FOR SERVICENOW, AGENTS, EMPLOYEES AND CUSTOMERS CAN BENEFIT FROM:

- Greater visibility into every endpoint powering an organization's IT infrastructure, including real-time monitoring and advanced reporting.

- The ability to proactively identify and remediate incidents before they become problems, through automated and integrated alerts in workflows.

- Minimized ticket creation and freed-up agent capacity, achieved by empowering end users to self-service and spend less time troubleshooting, so that they can refocus on tasks that better leverage their expertise and provide more value to the business.

- Improved IT support performance and compliance with automated software deployments, entitlements, and license management.

- Targeted identification of risks, reduced assessment and remediation timelines, and minimized impact of outages.

Discover how Tanium Total Experience (TX) for ServiceNow can improve your employee and customer experiences with proactive incident management, self-service, and real-time remediation.

[Learn more]

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 unifies teams and workflows and protects every endpoint 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. Tanium has been named to the Forbes Cloud 100 list for seven consecutive years and ranks on Fortune's list of the Best Large Workplaces in Technology. In fact, more than half of the Fortune 100 and the U.S. armed forces trust Tanium to protect people; defend data; secure systems; and see and control every endpoint, team, and workflow everywhere. That's the power of certainty.

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