TANIUM

WHITEPAPER

Tanium Software Inventory and Usage (SIU): Reduce risks of costly software waste and audit traps

Get a comprehensive inventory of your managed endpoints and accurately see the software usage within the entire environment in seconds.

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79%

of technology decision makers in U.S. organizations reported a software cost increase over the past year

Forrester

25%

of SaaS is being underutilized or overdeployed

Gartner

39%

of technology decision makers in U.S. organizations do not have usage and cost visibility

Forrester

50%

of the companies have increased conducting regular audits of software usage and needs because of financial risks

Forrester

Major software cost challenges

Seventy-nine percent of the technology decision makers in the U.S. experienced a rise in software costs year-over-year, and this trend will undoubtedly continue and increase (Forrester). With annual contract negotiations, prices increase for various reasons (e.g., feature expansion, higher-level versions), and even software updates can incur extra costs for set-up, integration, and training.

These rising costs can best be addressed by knowing exactly what software you need and how it should be allocated. To do so, operators need complete visibility into not only software inventory but also usage, which is the prime factor impacting tech budgets, according to Forrester.

The primary issue in retrieving accurate data occurs when tools fail to discover the entire environment, and their centralized data repository lags behind the current reality, which is often the case. Reports that take hours to run results are often incomplete and composed of outdated data, leading to unpatched software, system downtime, as well as increased compliance and cyber risks. Inevitably, without accurate software inventory and usage data, an operator's decision making is compromised, and unnecessary costs are incurred.

The other major challenge is software audits. Running regular internal audits has become a crucial requirement to mitigate the risks associated with unexpected vendor audits, which are often used to renegotiate and upsell.

Organizations require an accurate view of their software inventory, and the solution needs to be able to keep up-to-date with incremental and major environmental change events, such as mergers and acquisitions (M&As), where software inventory can quickly change dramatically. Failure to keep up-to-date can result in audits with fee settlements and renegotiations that cost millions of dollars (Gartner).

Tanium's real-time software inventory and usage data

Tanium Software Inventory and Usage, or SIU, addresses top customer challenges by gathering accurate inventory and usage data, leading to significant software cost savings.

The foundation of accurate software inventory is real-time data

With Tanium's patented linear-chain architecture for endpoint communication, Security and IT Operations teams, for the first time, are equipped with accurate real-time data collected on demand directly from the endpoint and not from a historical database across their entire global network.

While traditional hub-and-spoke architectures can strain the network, Tanium's linear-chain architecture can reduce network impact by orders of magnitude to deliver dramatically faster response times and performance. With this foundation, Tanium retrieves endpoint inventory and data in minutes – not hours, days, or weeks.

From here, once endpoints become managed, any type of data an operator needs can be retrieved on demand in seconds at scale. Tanium's accurate asset discovery and inventory across an organization's entire environment gives teams a single source of truth that everyone can believe in.

In addition to overseeing managed inventory, Tanium has lightweight scanning methodologies to discover unmanaged asset inventory. When finding rogue assets, operators can choose to bring them under management or block them from the network. Once managed, the Tanium agent quickly brings assets into a secured managed state, and operators can see software inventory and usage and more.

Tanium's ability to find and bring rogue and undiscovered endpoints under management (and thereby uncovering the software inventory and usage on those endpoints) is critical and highly influences decision making, enabling organizations to protect themselves from potential audit risks and unplanning costs.

> **"Tanium made it easy to discover, identify, and remove the software from all 20,000 systems, in a fraction of the time… and with far greater accuracy. This saved the agency over 20,000 hours that would have been spent manually removing the software from each field workstation… Using Tanium, they quickly removed the software across the enterprise which saved them over $150 million in software licensing costs."**
>
> Federal agency

Like most software management tools, Tanium shows applications installed through traditional means (e.g., MSI in Windows) using application sensors that look for applications that have been correctly installed in the operating system.

However, Tanium can also discover the presence of software regardless of how it was installed. For instance, many applications are just files transferred from a USB drive, shared drive, or a downloads directory. Tanium records, identifies, and catalogs applications at the file level.

Therefore, regardless of whether applications came from formal installation methods or other means not typically detected, the inventory and usage can be tracked.

Unlike other solutions in the marketplace, software on managed endpoints is detected, monitored, and recorded regardless of how it was installed on the endpoint. This truly expands the Tanium's SIU visibility and differentiates it from other solutions.

Highly detailed real-time software inventory and usage

Most solutions simply provide a view of the number of application installations and quantity of usage, and the data is generally out of date. In contrast, Tanium SIU provides a detailed view of what is on the endpoint right now and does it for each specific product and version. This is a significant expansion of what the typical software management solution attempts to deliver, giving customers continuous real-time visibility.

Automatic normalization of vendor and application names

Software inventory and data is generally comprised of three key attributes, including vendor name, product name, and version. Solutions in the market typically run into challenges with vendor names or products being listed in a variety of ways, which often need to be regrouped manually.

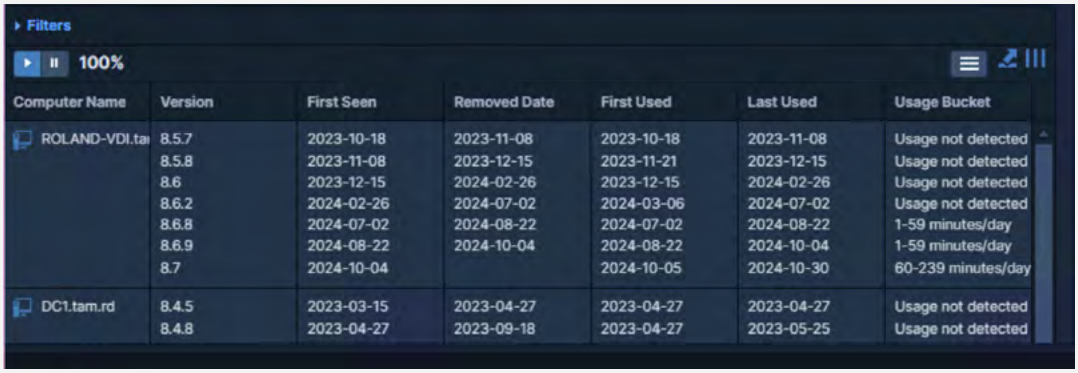
This problem is addressed with Tanium's automated approach to resolving naming inconsistencies from software vendors. Product and vendor names are normalized for ease and accuracy of reporting. For example, Microsoft Office Enterprise Edition, Microsoft Office Ent Edition, and other variants can be unified to use a single name of Microsoft Office.

Tanium can track each of the versions as customers would expect, and this automated grouping significantly simplifies operator analysis of software inventory and usage.

Highly detailed application data

Tanium provides detailed visibility into products at the version level. Not only do you see the First Used and Last Used dates, but also the First Seen date (e.g., installation date) and Removed date.

This additional detail showcases version changes and updates over the life of the endpoint and can be reviewed for compliance reporting. With the high-fidelity view of the version installation and usage for any product, you can easily investigate the past state and progression on individual endpoints.

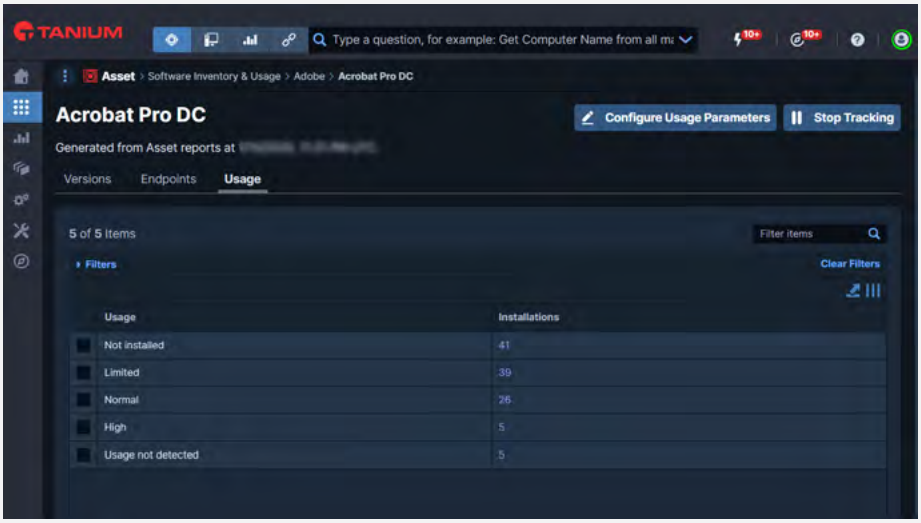


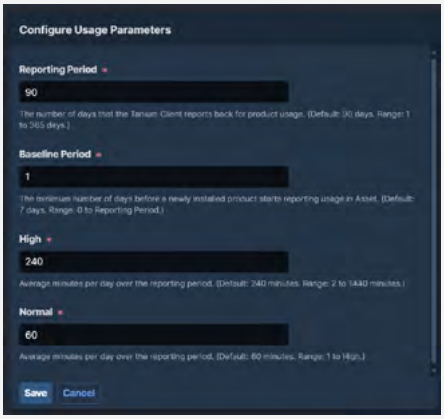
Computer Name	Version	First Seen	Removed Date	First Used	Last Used	Usage Bucket
ROLAND-VDI.ta	8.5.7	2023-10-18	2023-11-08	2023-10-18	2023-11-08	Usage not detected
	8.5.8	2023-11-08	2023-12-15	2023-11-21	2023-12-15	Usage not detected
	8.6	2023-12-15	2024-02-26	2023-12-15	2024-02-26	Usage not detected
	8.6.2	2024-02-26	2024-07-02	2024-03-06	2024-07-02	Usage not detected
	8.6.8	2024-07-02	2024-08-22	2024-07-02	2024-08-22	1-59 minutes/day
	8.6.9	2024-08-22	2024-10-04	2024-08-22	2024-10-04	1-59 minutes/day
	8.7	2024-10-04		2024-10-05	2024-10-30	60-239 minutes/day
DC1.tam.rd	8.4.5	2023-03-15	2023-04-27	2023-04-27	2023-04-27	Usage not detected
	8.4.8	2023-04-27	2023-09-18	2023-04-27	2023-05-25	Usage not detected

Trustworthy usage data

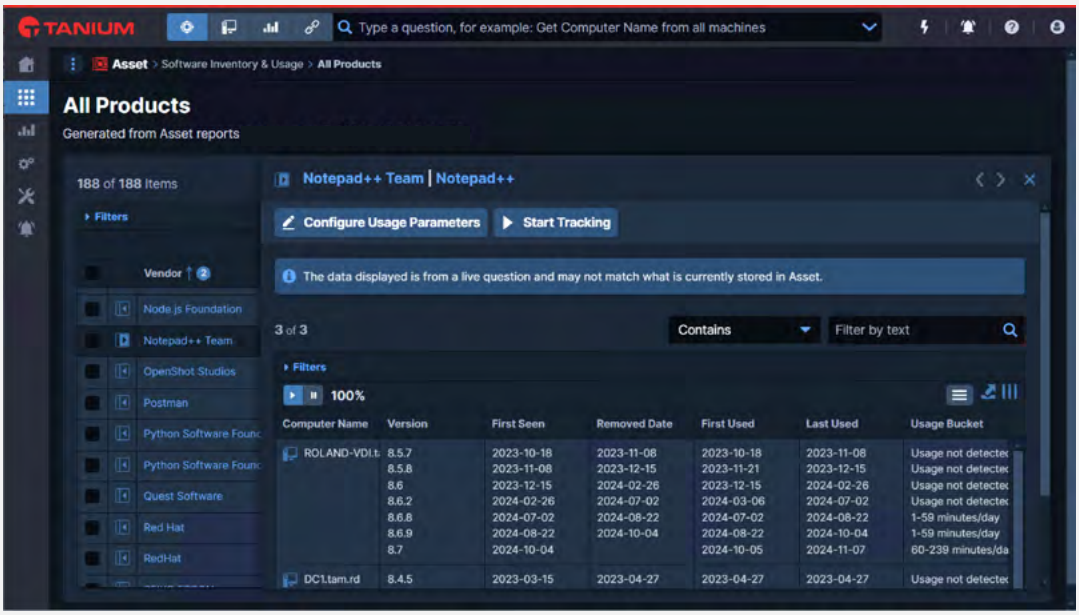
Tanium provides usage levels per product, such as High, Normal, Limited, Usage not detected, and Not Installed. With products actively tracked, you can see the data grouped to show a summary of usage and installations as a whole for the product, regardless of multiple versions.

Operators can also easily customize parameters for Tracked Products, which can be helpful in reporting analysis. For instance, you may want to increase what is considered a Normal usage level (i.e., minutes on average per day) for costly and prioritized software.





Operators are equipped with real-time software version data collected on-demand directly from endpoints. For example, when getting live data on the Notepad++ application, the operator sees the data showcasing the versions, First Seen date, Removed date, First Used date, Last Used date, and Usage Bucket within seconds. This speed enables operators to deeply investigate what application versions are deployed across the environment and their usage.



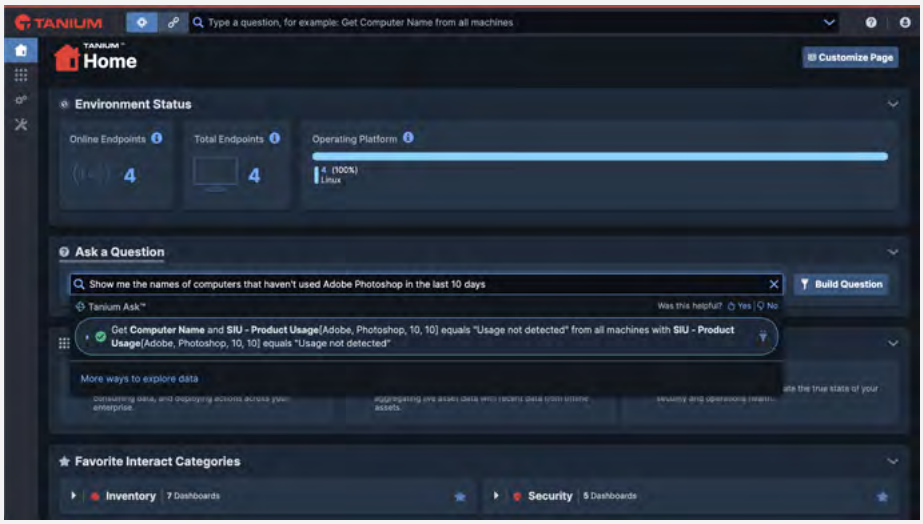
Multiple Tanium SIU views

Operators have various ways to extract, organize, and view Tanium SIU data. Reporting and dashboards aid the continuous monitoring of specific tracked applications, inventory grouped by platform, version installations, and more.

When operators have questions, they can submit a natural language inquiry through Tanium's question bar called Tanium Interact. They can easily look into Tanium SIU data, as answers will populate based on what Tanium has collected.

For instance, anyone can ask, "Show me the names of computers that haven't used Adobe Photoshop in the last 10 days" as technical syntax is not required. The information populates in reports that are easy to read, customizable, and savable.

Tanium's ease-of-use and multiple methods to view key software inventory and usage information helps IT Operations teams, Security teams, new operators, and leaders proceed in workflows and investigations and make decisions based on confident analysis.



Integrating Tanium SIU's real-time visibility into joint solutions

Unlike traditional solutions that might take days or weeks to update and then are already out of date with the current state of the environment, Tanium delivers instant visibility across all your endpoints. This ensures that the solutions integrated with Tanium, like ServiceNow , always reflect the current state of the environment.

Every endpoint — whether it's a laptop in the office, a server in the cloud, or a remote workstation — is automatically discovered and continuously monitored, and that data can be shared externally so that joint solutions are always populated with fresh, accurate software data.

Take the example of a major transportation company that transformed its asset management with this type of integration.

Before Tanium, this organization was unable to get complete real-time visibility, so its ServiceNow CMDB data was weeks behind, creating significant risks and inefficiencies.

After implementing the joint Tanium with ServiceNow solution, the company gained immediate, accurate visibility into its entire IT landscape. This real-time insight was so powerful that it revealed over $27 million in potential savings from underutilized software licenses — something that would have been impossible to identify with the previously delayed and incomplete data.

The key difference is speed and accuracy. While traditional tools might give a snapshot of your environment from days or weeks ago, Tanium provides a live, continuously updated view and ensures that undiscovered, unwanted, and unmanaged devices are eliminated. This means when making decisions based on your CMDB data, operators and leaders work with current information, not historical data that might no longer reflect reality.

Using Tanium SIU data for success

With Tanium's SIU data giving accurate, real-time information instantly on demand, operators can achieve the following:

- **Get accurate software inventory and usage data:** Tanium provides an accurate list of installed software inventory and usage data in real time for the entire environment.
- **Lower audit and security risks:** See software on endpoints regardless of how it is installed and discover prohibited, unused, or underused software to reduce costs and risks.
- **Stay up to date with environmental changes:** Whether you've recently gone through a merger and acquisition or have rolled out new or updated software, using Tanium SIU ensures your inventory reflects the current state of your highly dynamic environment.

> "Tanium helped BHG with over $125k of cost savings by deprecating software management tools and non-renewal of unused software."
>
> **Brian Sookhai**
> Manager, Endpoint Management, BHG Financial

Impactful outcomes of Tanium SIU

With the right information leading to confident decision making, companies have beneficial outcomes when using Tanium SIU:

- **Cost savings:** Tech budgets and unexpected fees are reduced through license reclamation, improved efficiency of software management and case investigation workflows, and ensuring compliance with internal and external audits.
- **Risk mitigation:** By taking control of inventory with quick investigation and actions, operators can reduce the security risks of unauthorized or vulnerable software.
- **Accurate software management:** Real-time data allows IT to quickly adapt and support evolving business needs, whether that's a major expansion of the environment (e.g., M&A) or a change of endpoints.

Ongoing software management from a centralized source of data produces outcomes for both the daily operator and the company.

> **"Across 48,000 endpoints in the composite organization, 20% have reclaimable software. Tanium enables the successful reclamation of these licenses through the solution's comprehensive visibility and control over endpoints. Over three years, reclamation savings with Tanium are worth more than $4.8 million."**
>
> Forrester

Conclusion

Using traditional software management tools with limited, stale software inventory and usage data makes managing software and costs extremely challenging. They generally provide historical data that is no longer accurate and struggle with complicated dynamic environments.

Consequently, organizations are often over-licensed and paying for more than their users need, or they're potentially the opposite and under-licensed, as well as facing audits and major unplanned fees.

With Tanium SIU, customers uniquely access data through a single source of truth. They dive into live data, gaining insights and viewing information through reports, dashboards, and live questions with Interact.

Software management using this centralized, accurate data leads to tighter controls on the state of the environment and quicker avoidance of audit pitfalls. Ultimately, organizations see massive improvements in software management workflows, major cost efficiency, and reduced risks for IT Operations and Security.

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