

SOLUTION BRIEF

IT Service Center

The IT Service Center (ITSC) integrates Tanium endpoint management with Salesforce Work.com to provide the comprehensive visibility, real-time data and automated workflows IT service desk teams need to keep organizations secure and running at their best.

Improve Employee Experience in a Work-From-Anywhere World

Lacking the necessary service desk tools and technology, companies today are flying blind in the new era of remote employees and distributed IT infrastructures.

Basic support and common tasks such as patching the operating system, killing a process, or rebooting a machine often require multiple tools and a time-consuming remote session, made more complex with the variability in home networks and VPN connections.

To better support employees and to increase organizational agility, companies need to improve visibility into their devices and other endpoints, regardless of whether employees are local or remote. And data is the key.

With ITSC, service desks can:

- Accelerate problem resolution
- Automate installations, patches and other endpoint management tasks
- Improve employee experience and engagement
- Increase organizational agility
- Reduce service desk workloads and IT costs
- Support employees at any location as part of a remote-workforce strategy

IT Service Center (ITSC) is a new IT service management (ITSM) solution powered by the Salesforce Work.com platform and Tanium’s category-defining integrated endpoint management and security platform.

ITSC helps IT teams deliver modern employee experiences with unparalleled visibility and control across devices and channels. It supports AI-

powered productivity tools with live endpoint data, helping remediate endpoint problems faster than ever before.

ITSC solves the challenges of managing devices across highly distributed, hybrid networks. The platform collects up-to-date endpoint information, helping IT service desk teams diagnose and resolve problems quickly and efficiently.

Key Benefits

ITSC provides the comprehensive real-time data and automation features IT service desks need for delivering the best possible employee experience.



360-Degree View of Endpoints: Benefit from secure, omnichannel support with complete visibility into employee apps, devices and service tickets.



Automated Workflows: Create new workflows easily from a unified service UI to further automate repetitive tasks and streamline remediation.



Real-Time Visibility: Take advantage of integrated endpoint and service management for proactive incident resolution, reducing interruptions and increasing productivity.



Proactive Issue Remediation: Ensure employee productivity by fixing device and endpoint problems before employees even know about them.



“By applying real-time data, automation and the power of the cloud to service desk operations, Salesforce and Tanium are bringing all the benefits of digital transformation to a critical and often overlooked IT function.”

Jim Alkove

Chief Trust Officer for Salesforce

How It Works

ITSC provides real-time visibility and control for managing endpoint devices to ensure employee productivity and satisfaction.

Features

To provide the visibility and control missing from other service desk tool sets, ITSC integrates the Tanium product family with the Salesforce platform for discovering, monitoring and managing endpoints at any location. Key ITSC features include:

- **Tanium as a Service**, Tanium’s cloud platform, unifies security and IT operations teams with a single view of critical endpoint data in real time that’s comprehensive and accurate so that organizations can make informed decisions and act with lightning speed to minimize disruptions to the business.
- **Tanium Discover** helps service desks find and take control of unmanaged endpoints across remote, on-premises and cloud environments.
- **Tanium Deploy** makes it easy to quickly install, update or remove endpoint software at any location.
- **Tanium Performance** lets IT technicians monitor, investigate and remediate end-user performance issues quickly on any size network.

Additional Tanium products for endpoint management and endpoint security can be added to the platform. Learn more at [Tanium.com](https://www.tanium.com).

Interested in learning more? [Sign up for a demo](#) of the Tanium Platform or [try for free](#).

About Us

[Tanium](https://www.tanium.com) offers an endpoint management and security platform built for the world’s most demanding IT environments. Many of the world’s largest and most sophisticated organizations — including nearly half of the Fortune 100, top retailers and financial institutions, and multiple branches of the U.S. Armed Forces — rely on Tanium to make confident decisions, operate efficiently, and remain resilient against disruption. Visit us at www.tanium.com and follow us on [LinkedIn](#) and [Twitter](#).