

aws marketplace

Tanium

# Reviews, tips, and advice from real users



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# Product Recap



Tanium

# Tanium Recap

Tanium offers robust endpoint protection, patching, and inventory management, consolidating the functions of tools like BigFix with capabilities in incident response, network security, and cloud or on-premise deployments.

Known for real-time capabilities, Tanium provides detailed analytics, security features, and device management. Users benefit from quick implementation, real-time updates, and patching campaigns. Despite its strengths, integration and custom plugin expansion remain areas to improve, along with data visualization and network optimization. Reporting enhancements and user training could advance its usability, and some UI elements may require updates for clarity and security.

## What are the essential features of Tanium?

- **Detailed Analytics:** Provides actionable insights for better decision-making.
- **Security Capabilities:** Offers strong defense measures against threats.
- **Real-Time Queries:** Facilitates immediate information access.
- **Patch Management:** Streamlines software updates across devices.
- **Device Management:** Efficiently handles comprehensive inventory and monitoring tasks.

## What benefits should users expect?

- **Ease of Use:** Simplifies complex IT tasks.
- **Scalability:** Adapts to growing IT infrastructure needs.
- **Integration Flexibility:** Merges with existing systems effortlessly.
- **Real-Time Updates:** Ensures current data availability for informed actions.

Tanium's deployment spans industries focusing on endpoint protection and compliance, ensuring reliable device and server management in settings where safety and quick adaptation are critical. Organizations use it for application deployment, compliance checks, and integrating it as an EDR solution, enhancing overall security and operational efficiencies.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Tanium is stable and it is also lightweight.”



**Mairajuddin Ahmed**

Division Manager, Information Technology at a legal firm with 51-200 employees



“I find the inventory and compliance features of Tanium to be the most impressive.”



**Verified user**

Architect at a government with 10,001+ employees



“Tanium is used for endpoint management, specifically patching and configuration management.”



**Verified user**

Program Manager Cyber Security Data Protection at a financial services firm with 10,001+ employees

- ✓ “Tanium’s best features include support for any Windows, Linux, or Mac endpoint, regardless of where it is, and the ability to do IT operations and security operations.”



**Verified user**

Tanium Subject Matter Expert at a tech services company with 51-200 employees

- ✓ “When I push a quick update, it's done right away, and I can rescan immediately to confirm completion within minutes.”



**Vignesh K**

Infra Vulnerability Manager at Rezilyens

- ✓ “The solution's technical support is very responsive.”



**Vikram**

Works at Colgate-Palmolive

- ✓ “Tanium is a very good product and I would rate it eight or nine out of ten.”



**GaborPalatinus**

Senior Director of Corporate IT at a tech vendor with 501-1,000 employees

## What users had to say about valuable features:

“The ability to run real-time queries is highly valuable. This allows us to get data back about our endpoints as soon as we need it instead of waiting for inventory check-ins..”

### Verified user

Lead Tanium Engineer at a tech vendor with 51-200 employees

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Tanium provides a comprehensive suite for managing devices, not just patching. The dashboard and backend services offered by Tanium are excellent. However, in our specific environment, we couldn't fully utilize these features due to security constraints.

### GaborPalatinus

Senior Director of Corporate IT at a tech vendor with 501-1,000 employees

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I find the inventory and compliance features of Tanium to be the most impressive. They are very effective for endpoint security, and the solution is scalable and easy to install without any problems.

### Verified user

Architect at a government with 10,001+ employees

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“There are downsides and drawbacks in Tanium, and there is room for improvement from my perspective. Covering more types of platforms would be beneficial. Currently, Tanium has good support on most present platforms such as Windows and Linux, but we also have some niche platforms such as Power Platform, and I think that would be more interesting..”

**Verified user**

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Program Manager Cyber Security Data Protection at a financial services firm with 10,001+ employees

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“Tanium seems to be quite powerful, but we do not have the opportunity to explore its full potential because we are on a restricted access level from the corporate head office. However, with the limited access we have, we see that it is quite powerful in terms of acquiring data. It allows you to run queries from the interface.

“Once you onboard Tanium, there is a lot to explore.

“Tanium is quite powerful, but PDQ, when I used it, I preferred PDQ more than Tanium. That may be because I had full control, not the limited access that is given to us in Tanium right now..”

**Mairajuddin Ahmed**

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Division Manager, Information Technology at a legal firm with 51-200 employees

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“Tanium’s best features include support for any Windows, Linux, or Mac endpoint, regardless of where it is, and the ability to do IT operations and security operations. That’s really the big benefit.

“I assess Tanium’s real-time data aggregation capabilities for aiding risk identification or remediation as probably the best in the industry.

“While Tanium doesn’t call it that, I utilize dashboards and reporting for analytics for endpoint performance insights.

“Regarding the metrics that are most useful with Tanium’s detailed analytics, it depends on what your goal is and what problem you’re trying to solve or what you’re trying to address, because it does so much with both IT operations and security operations..”

**Verified user**

Tanium Subject Matter Expert at a tech services company with 51-200 employees

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# Other Solutions Considered

We evaluated Tanium and some other full suite solutions that manage not just patching but also reboot management, application installation, and service management.

## GaborPalatinus

Senior Director of Corporate IT at a tech vendor with 501-1,000 employees

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“We previously used SCCM and we moved to Tanium because of the number of platforms we can manage with Tanium which is much greater than SCCM offers. SCCM is only Microsoft and we needed to cover all the platforms such as Linux as well as others..”

## Verified user

Channel Director at a tech services company with 1-10 employees

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“HPE Simplivity, Nutanix Acropolis AOS, and VMware vSAN are all available. I don't have much experience. The research was being done as part of an inquiry on a consulting engagement for one of my clients.

We are working with Rapid Seven, and Crowdsourc..”

**Verified user**

Founder at a construction company with 11-50 employees

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“We look at what holes that we have in our system. The landscape is changing, and we look at what we could add to help improve detection and improve the visibility into our network more. So, based off of that, the team evaluates new products constantly. We try them out, then test them, and decide if they want to keep them.

We tested three or four solutions, going through one or two month trials. We chose this solution based on our testing, the scalability of our organization, and product cost..”

**Verified user**

Threat Intelligence at a university with 10,001+ employees

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“We had to move with Fortinet because of the corporate mandate. We were using Forcepoint for more than a decade since they were Stonesoft, then they became Forcepoint. However, recently, last year, we had to change our solution to a Fortinet firewall.

“Two years back we were acquired by another company. Until then, we had Forcepoint and everything all in-house. We had a say and used to go with the choice of solutions, but after the acquisition happened, we had to blend with the corporate policies. We cannot do anything independently..”

**Mairajuddin Ahmed**

Division Manager, Information Technology at a legal firm with 51-200 employees

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# ROI

Real user quotes about their ROI:

The return on investment is a bit on the higher side, but due to its completeness, if we can get rid of other solutions or combine multiple tasks with it, it is reasonable.

**Verified user**

Architect at a government with 10,001+ employees

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# Use Case

“We primarily use Tanium for patching, focusing on vulnerabilities. Our major goal with Tanium is to patch based on vulnerabilities detected by our other vulnerability tools..”

**Vignesh K**

Infra Vulnerability Manager at Rezilyens

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We initially conducted a proof of concept with Tanium, but we ended up using Patch My PC on the Windows side and a plugin called Superman for Jamf on Mac devices. Our environment is highly restrictive with no administrative rights, which led to limitations with some solutions.


**GaborPalatinus**

Senior Director of Corporate IT at a tech vendor with 501-1,000 employees

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“Tanium is used for heterogeneous endpoint management in general. As a consultant, I work with different customers across multiple industries. Tanium could be useful in finance, education, federal, and I have worked with companies in education, distribution, logistics, manufacturing, and aerospace. Some of them do have Tanium in those situations..”

**Verified user**

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Tanium Subject Matter Expert at a tech services company with 51-200 employees

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“We use Tanium to deploy applications and for third parties, like Google Chrome which is already in-built in Tanium. We have deployed some packages which we are already using through SCCM, and those packages are what we are using in Tanium to attach those files and make a command line. Installation, uninstallation part, and detection methods are the things that we are using in Tanium..”

**KAPIL SINGH PAYAL**

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SCCM at Itcinfotech

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“I use Tanium to run all the security operations, threat intelligence, vulnerability management, threat hunting, red teaming, purple teaming, and everything within the vulnerability management space.

Server message block communication is one of the platform's strengths that tells how quickly it can get all the data. However, when we first deployed it, we were told to remove it immediately because it was causing issues along those lines. Within our system, we use the solution for the instant discovery and visibility aspect instead of using it to scan for vulnerability management. We have another solution for regular scanning. We use Tanium to collect the data from endpoints for the live response functions for looking at anomalous behaviors. When we had a specific targeted attack against it, a specific process was running, and we could identify and stop all of those..”

**Verified user**

Head of Cyber Defence at a financial services firm with 1,001-5,000 employees

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“Currently, we have around six Fortinet boxes in three locations, but nothing as a cloud service yet.

“We are using Kaseya VSA. Kaseya is deployed in the cloud with Office 365. We also have Tanium from the corporate office, which is another tool that is part of Trend Micro.

“We manage Tanium by looking at what is happening and report any anomalies to the head office.

“Tanium is a mandate from our corporate office. We had to install it so that they can push their applications remotely. For example, we implemented Trend Micro, but nothing was done from our side. We had to install Tanium on the endpoints and then we got Trend Micro up and running on the endpoints through Tanium.

“Once we install Tanium, we see that after a certain period of time, Trend Micro has been deployed without our intervention. It is a good tool for remote application deployment. However, Tanium itself has to be deployed manually.

“We set a policy to block USB access. The moment a device is being set up on the network, I apply the policy, but it does not come into effect immediately. Sometimes it takes three or four days for it to reflect..”

**Mairajuddin Ahmed**

Division Manager, Information Technology at a legal firm with 51-200 employees

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I can't speak to the implementation process. I can't comment on if it was a difficult or straightforward process or how long the deployment actually took..”

**Verified user**

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IT Security Manager at a transportation company with 1,001-5,000 employees

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“It's hosted by a third party on an MSP cloud platform.

This is not a light switch. It is probably a four on the level of complexity.

It may take up to 60 days to implement..”

**Verified user**

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Founder at a construction company with 11-50 employees


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“The deployment is simple.

We have four people for deployment and maintenance: one for the server and the complete functionality, one for the patch manager to create the campaigns, and two from the IT team for the deployment and to address issues if there are any..”

**Mo Vermeiren**

Cybersecurity Business & Technology Consultant at Capgemini

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“Actually, I wasn't involved in the setup or implementation phases of Tanium XEM, so I am not that much aware about it.

The product's installation phase was straightforward.

The solution is deployed on the cloud and on-premises models..”

**Vikram**

Works at Colgate-Palmolive

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“It's definitely not complex. It is pretty user-friendly and it's a solid tool enterprise to use. It is equipped with whatever generic solutions are available within marketing a parallel kind of tool. There are a couple of other tool environments that give it a cutting edge. It is flexible.

The best part about it is that it is very fast in terms of deployment. It is fast in terms of gathering information but it works with a peer mechanism. .”

**Vikas K**

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Technical Consultant at Aon Corporation

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“The initial setup of Tanium was very hard due to the size of the network of Bank of America. When you put out the initial bit, the amount of traffic coming back wasn't tunneled correctly, and it caused contention in various areas. We've got so many other technologies running within it, and it's a very, very complex environment.

We did the deployment in small bits. There was an initial three-month deployment, but that wasn't complete. Since Bank of America is across 29 countries and is absolutely huge, it involved breaking it down into logical business areas. The solution's overall deployment took over 12 months..”

**Verified user**

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Head of Cyber Defence at a financial services firm with 1,001-5,000 employees

# Customer Service and Support

I can't recall if we used Tanium's professional services. With Patch My PC, we worked with a third-party reseller who provided an engineer to help configure the service, which was very helpful.

**GaborPalatinus**

Senior Director of Corporate IT at a tech vendor with 501-1,000 employees

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“Technical support is handled through the corporate support, so we are not directly dealing with Tanium's technical support. Nevertheless, I feel it may be good because it is vastly used on the Europe side..”

**Mairajuddin Ahmed**

Division Manager, Information Technology at a legal firm with 51-200 employees

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“The problem with the tool is the way it is developed. It's not anything that support could resolve. The tool's limitations do not make it a viable product if you're dealing with a large enterprise..”

**Verified user**

CEO

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“I have never used the technical support so can't comment. The community is pretty good although there's not enough technical information available. The community's helpful for the day-to-day business..”

**Verified user**

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Channel Director at a tech services company with 1-10 employees

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“The technical support on offer is below average.

For some of our other systems, I have a phone number I can call. I wait a few minutes, I get a ticket, I get a live agent. Then we troubleshoot live. Tanium doesn't have that. Instead, you can send in an email and when the technical support person has time, your cam will contact you. It's painful, that part, they get a C-rating on their level of support. We aren't quite satisfied..”

**Verified user**

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IT Security Manager at a transportation company with 1,001-5,000 employees

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“When I was getting issues, there were some engineers from Tanium whom I asked regarding the driver package. They informed me that it would take some time to sync it. So, we cannot confirm on the console whether it is being installed or not. I was not able to see the error code because it was not syncing. That is a point which I notice Tanium. These are the things, which I discuss whenever we are stuck, and then we take help from Tanium when there is any major issue. As for the error message, I know that in Tanium, there are a few log files that we need to monitor. So, that is basically executed.

As for the technical support team, I would rate them six out of ten. .”

**KAPIL SINGH PAYAL**

SCCM at Itcinfotech

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# Other Advice

Tanium is a very good product and I would rate it eight or nine out of ten. It's a great tool for central management and patch management for devices. I would definitely consider it for future use, provided we can address the root account issues.

**GaborPalatinus**

Senior Director of Corporate IT at a tech vendor with 501-1,000 employees

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For smaller companies, Tanium is quite a big investment, and one needs to have a considerable setup to make it economically viable. I would recommend it to others with a similar use case. The solution fits the bill at the moment for what we try to do with it. I would rate Tanium at seven and a half to eight overall.

**Verified user**

Architect at a government with 10,001+ employees

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“I love it. The insights we gain from our endpoints and the management capabilities that Tanium provides have been a boon to our operations and security. We feel much better since running Tanium and supporting other Tanium customers..”

**Verified user**

Lead Tanium Engineer at a tech vendor with 51-200 employees

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“If there was a feature that could group devices with similar problems for troubleshooting, it would be beneficial.

Overall, I rate Tanium an eight out of ten..”

**Vignesh K**

Infra Vulnerability Manager at Rezilyens

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“The real-time visibility offered by the product has impacted our company's IT operations, and I can say that it is a user-friendly or admin-friendly product.

I recommend the product to others since it is a powerful solution. The product is reliable and efficient. The product vendors are helpful, and they try to engage with the customers and improve the product.

In terms of the benefits offered by the product, it is a powerful tool where the vendor offers support to users.

I rate the tool a nine out of ten..”

**Vikram**

Works at Colgate-Palmolive

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“I am still using Tanium within the last 12 months.

“I do use the automated patch management with Tanium.

“Patching with Tanium, if you’re doing regular patching manually or automated, is going to reduce vulnerability findings.

“I think the pricing for Tanium is fair enough for small and medium businesses and enterprise. It's good for multiple kinds of use cases, but I would say it’s better for enterprise.

“Overall, I would rate Tanium an eight on a scale of one to ten..”

**Verified user**

Tanium Subject Matter Expert at a tech services company with 51-200 employees

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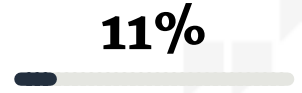
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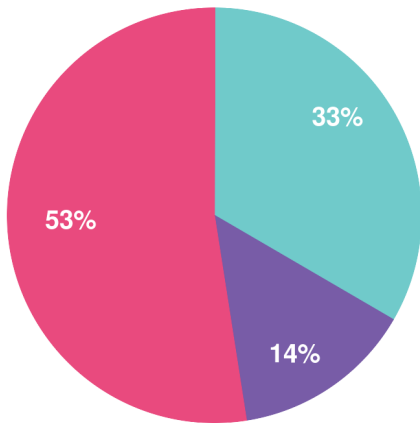


Healthcare Company

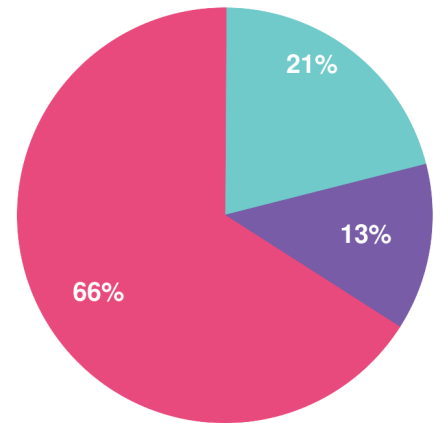


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 Midsize Enterprise

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