



My boss, the global head of facilities, real estate, and security, was looking at my Smartsheet dashboards whenever he got a question from a VIP. He didn't have to send me an email or have me go in and pull information; Smartsheet was doing the work automatically. It removes all the anxiety of being asked the questions that come up on a regular basis, because you just proactively create your metrics for every effort that you work on. And then you can send the link: This is the answer to your question, and 50 more you may have.

Hunter Outlaw, Facilities & Real Estate, Tanium

Smartsheet helps Tanium scale to meet growing customer demand for network endpoint management

Tanium helps the world's largest private and public sector organizations manage and secure endpoints on their networks, giving them visibility to identify and address compliance, licensing, configuration, authorization, and security issues. Smartsheet helps Tanium scale its work processes such as project management to be more efficient and consistent, enabling staff to support their colleagues without overextending their own teams and systems.

"Becoming more efficient doesn't mean automating away the need for a position," says Hunter Outlaw, now program manager, IT, at Tanium. "If we're all working at full, and sometimes more than full, capacity, quality is inherently going to suffer. Any way we can decrease the number of touch points that have to occur — perhaps something as simple as manually sending reminders to a contractor — can have a compounding effect that wastes a lot of time. Being able to automate notifications and requests lets you get down to a manageable workload so that you can focus on innovation and giving more value on your job."

Situation:

Tanium was determined to improve efficiency in its project management office (PMO) and across IT systems such as risk management. With the COVID-19 pandemic forcing millions of employees to work remotely, endpoint management and security has become even more crucial, and Tanium has been growing rapidly to meet customers' needs.

Solution:

Outlaw first joined Tanium as a member of the real estate and facilities team, where he discovered Smartsheet when he was looking for a tool to standardize project management. He loved the fact that he could use

Company

Tanium

Industry

IT security and management

Company Size

1,700 employees

Customer Profile

Tanium provides endpoint management and security built for the world's most demanding IT environments.

Website

tanium.com

Business Situation

Tanium wanted to make its project management office more efficient, standardize and automate complex processes such as IT risk management, and scale for rapid growth.

Solution

Tanium uses Smartsheet to scale its work processes such as project management and to be more efficient and consistent, enabling staff to support their colleagues without overextending their own teams and systems.

Benefits

- **Faster, more detailed insights and decision-making** with real-time business data
- **Improved accountability** through automated workflows that define ownership and actions for each step
- **Consistent project management** with standard templates that can be tailored to the unique needs of each job

Smartsheet Control Center to create consistent templates that were easy to customize for the unique needs of each new project. He also found it invaluable to create a unified view of everything taking place across the team while surfacing the top priorities for any given day. Now he takes a similar approach with IT projects and programs, establishing processes that can be easily customized to automate and advance everything that needs to happen in a complex sequence.

Benefits:

With Smartsheet, Tanium can standardize processes and automate manual tasks to scale with rapid business growth.

Standardized data capture to help prioritize risks: Recently, Outlaw worked with Tanium's Governance, Risk, and Compliance Management team (GRC) to correlate risk reporting. The existing process involved manually fielding risk reports through email, phone calls, instant messages and even in-person conversations. After assessing and remapping the risk management process, GRC developed a form-based Smartsheet solution with consistent data requirements that uses automated pathways to prioritize and route each issue. Smartsheet allows the team to correlate indicators from across the business and pair it with real-time data from Tanium's own systems. It creates a holistic picture of risk that isn't being tracked in isolation.

"Taking all the information that comes in for a specific concern and forcing

it into a funnel increases the speed with which we can analyze it," Outlaw says. "Instead of pulling keywords out of a paragraph or reading between the lines, we've got drop-downs that help us figure out what the submitter is really concerned about: What objective of ours is impacted? What asset does it impact? What are the implications? Then we can report and act on the data much faster, and it's correlated and organized so we can quickly see trends."

Improved accountability through automation: Outlaw says the automation in Smartsheet improves accountability by serving as a standardized component supporting the build-out of project management office (PMO) processes. Teams can create solutions that automatically assign tasks to particular people based on defined criteria. In many cases the solution outlines processes for executing a task. Meetings can be used to learn more and brainstorm approaches, not just to decide who is responsible for figuring out what happens next.

"A real benefit that directly ties to cost is the social looping effect," Outlaw says. "All of us on a given call might be presented with a very complex task. If no one's told explicitly, 'You own this and here are the steps it has to go through,' it can slip to the bottom of the priority list. Not because it's not important, but because we don't understand who needs to act, what to do and how long it's going to take. You can use Smartsheet to create quality control stations and decision gates to say 'This is in a queue;

someone needs to pick it up and do X, Y and Z.' That creates accountability and removes potential for cognitive dissonance. I know this is an elephant — but at least I know how many bites it's going to take me to eat it."

Strategic planning with better visibility into data and trends:

Visibility is one of the most important results of standardized and streamlined process management, Outlaw says. Tanium uses dashboards to aggregate and visualize data so that stakeholders can see at-risk projects, budget performance, and developing trends that could affect the business. Because these dashboards represent real-time information, they free employees from having to stop what they're doing to answer questions.

"I think anyone using Smartsheet should just spend five minutes creating a metrics page," Outlaw says. "Very simple metrics, like what I have budgeted versus what I have spent, how many tasks I have at risk, or the types of projects coming into my team. That data can help you see trends that are incredibly valuable — particularly if you build process around the results. If we've got a constant growth curve for IT projects, that lets me know it's probably going to be a busy couple of months and I need to plan for that, which I may not see if I'm in the weeds. Figure out what you want upfront, build your solution so it communicates live information, and you'll never have incorrect or out-of-date data or have to wait for someone to give something to you before you can make a decision."

About Smartsheet

Smartsheet (NYSE:SMAR) is a leading cloud-based platform for work execution, enabling teams and organizations to plan, capture, manage, automate, and report on work at scale, resulting in more efficient processes and better business outcomes. Today over 95,000 customers, including more than 77,000 domain-based customers and over 70 percent of the companies in the Fortune 500, rely on Smartsheet to implement, manage, and automate processes across a broad array of departments and use cases.

To learn more about Smartsheet, visit www.smartsheet.com.