

The Challenge

Tanium reads endpoints at machine speed. Now Assist is genuinely strong AI. So why doesn't autonomous remediation feel further along? Usually, it's not the AI, it's that telemetry can show something changed, but not why a fix worked, what didn't, or whether the end user actually agrees it's resolved. That reasoning has always lived with your technicians, invisible to either platform.

What Changes

ScreenMeet runs natively on both sides: inside the Tanium console and inside your ServiceNow ticket as a certified Now application, not a separate tool to remember. Every session automatically captures the full diagnostic path, what worked, what didn't, and the true root cause, then confirms the fix with the end user before closing. That human-validated record writes back into whichever platform the session started in. Real data, not a rushed note typed from memory.

How It Works

When the Session Starts in Tanium

Detect	Resolve	Confirm	Document
Tanium surfaces an endpoint issue with complete endpoint context inside the console.	Your technician resolves it through a ScreenMeet session, with the diagnostic story captured automatically.	The end user confirms the fix in real time, before the session closes.	The AI Summary writes a complete record back into Tanium, through ScreenMeet's certified integration, feeding Tanium Atlas.

When the Session Starts in ServiceNow

Detect	Resolve	Confirm	Document
The issue arrives as a ServiceNow Incident, and may already carry complete endpoint context.	Your technician resolves it through a ScreenMeet session, with the diagnostic story captured automatically.	The end user confirms the fix in real time, before the session closes.	The AI Summary writes a complete record back into ServiceNow, through ScreenMeet's certified integration.

Both paths are native to their own platform. ScreenMeet doesn't move session data between Tanium and ServiceNow directly. Atlas is what connects them; see below.

What Atlas Adds: ScreenMeet AI Summary captures session intelligence natively within both Tanium and ServiceNow, each staying within its own platform. On the Tanium side, that data also becomes accessible to Tanium Atlas, which grounds its fleet-wide recommendations in what your operators have actually resolved. This turns a fix performed once by hand into a proposed, approved action across the fleet. And the record doesn't stop at Tanium, it writes back to ServiceNow, so every Incident carries real resolution history

What This Means for Your Team

- Technicians spend less time resolving issues they've already fixed before, because the fix, and what didn't work, is documented.
- Managers coach from what really happened in a session, not just from ticket-count metrics.
- Knowledge articles reflect what actually worked, instead of being reconstructed days later from someone else's notes.
- QA and audit teams get a real-time, accurate picture of resolutions, instead of retroactively piecing together scattered notes.

Role	Why It Matters
Frontline Techs	The summary posts automatically, so technicians focus on the fix, not the writeup, and every session has a consistent record.
Knowledge Teams	Real resolution steps, not reconstructed notes, become the source for knowledge articles and the grounding data your AI initiatives need.
Leadership	Consistent documentation, fleet-wide fixes through Atlas, and a cleaner ServiceNow record add up to fewer repeat tickets.

How are ScreenMeet, ServiceNow, and Tanium better together?

- ✓ One vendor and one proof-of-fix standard, whether the session starts in Tanium or in ServiceNow, instead of a data gap on whichever side isn't covered.
- ✓ The same technician, coaching, and audit benefits apply everywhere your team works, not just on one platform.
- ✓ If you're using Atlas, only Tanium-side sessions feed it, skipping that integration means Atlas is working with less than the full picture.

The Bottom Line

Better AI doesn't start with more data. It starts with proof that a fix actually worked. ScreenMeet is where that proof gets captured, right at the moment your team is already doing the work.



LIMITED-TIME OFFER: Any existing Tanium customer who has purchased ScreenMeet Remote Support gets AI Summaries free through the end of 2026. There's no new PO and no additional SKU. Reach out to your ScreenMeet or Tanium account team to set up a walkthrough. Learn more at [Help.Tanium.com](#) and watch this [demo video](#).

*Tanium's statements and content regarding its plans, directions, and intent are subject to change without notice at Tanium's sole discretion. Information regarding potential future products or functionality is intended to outline Tanium's general product direction and it should not be relied on in making a purchasing decision, nor is it incorporated into any contract. It is not a commitment, promise, or legal obligation. The development, release, and timing of any future products or functionality remain at Tanium's sole discretion.