



## Tanium

### Tanium

Available to purchase until 31/05/2025

Tanium defends every team, endpoint and workflow against the largest attack surface in history by delivering the industry's first convergence of IT management and security operations with a single platform under a new category, Converged Endpoint Management (XEM).

## Key Facts

### Benefits

- Unique academic unlimited site licence
- Simplified product bundle
- Choice of on premise or cloud licence
- Simple preferential pricing model based on Jisc Banding
- Choice of two or three-year licence
- Pay annually or upfront
- Additional modules can be added at any time

### Important dates

**Agreement start:** 1 June 2022

**Agreement end:** 31 May 2025

**Invoice date:** If an institution opts for annual payments, invoices will be issued three months in advance of the licence anniversary date.

### Commitment Period

Institutions may participate in the Agreement at any time during the agreement period, and are bound by its Terms and Conditions, including payments, until the end of the Licence Period.

### Licence type

Site Licence.

### Trial

Contact [Chest Help](#) for more information.

### Eligible Institutions

Higher and Further Education and Research Councils in the United Kingdom, and to Universities and Colleges of Further Education in the

Republic of Ireland.

Other organisations aligned with Chest's charitable objectives of supporting education, research bodies and the public sector may ask to participate in the Agreement. Chest will liaise with the Supplier about any such requests.

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## Product Information

### Supplier Details

**Licensor:** Tanium Malta Limited a Maltese corporation, with offices located at Verdala Business Centre, Level 1, LM Complex, Brewery Street, Zone 3 Central Business District, Birkirkara CBD 3040, Malta.

### Product Description

The Tanium Chest Agreement is made up of the following:

- **A core bundle, available either on Premise or Tanium Cloud, comprised of:**

- Core Platform
- Comply Plus
- Discover
- Patch2
- Deploy
- Asset

- **A range of modules:**

- Deployment Service\*
- Reveal
- Enforce
- Performance
- Integrity Monitor
- Map
- Risk
- Threat Response

*\*Deployment Service is a mandatory purchase for any Band 5A-10 institution purchasing the core bundle for the first time. The service is not required for Band 1-4 institutions, as their price includes onboarding services that cover this off.*

With the exception of Deployment Service (see above) all modules can be added at any time. Payment will be pro-rated for additional modules, although the minimum term will be 6 months.

Please see below for descriptions of these products

**Tanium Core Platform (referred to as “Tanium Core”).** Tanium Core helps to enable organizations with visibility and control across endpoints. Tanium Core includes Tanium's patented linear chain communications infrastructure, which aims to deliver speed, scalability and reliability necessary for information technology security and operations teams. Tanium Core includes: Tanium Interact, a capability of Tanium Core that aims to enable teams to ask questions in plain English, retrieve endpoint data, and take corrective action directly on the endpoint as desired and directed by the licensee; Tanium Connect for data export; Tanium Trends for reporting, APIs to integrate with third-party and in-house solutions; and Tanium Authoring, a capability of Tanium Core that authorizes the licensee to create platform extensions in the form of sensors and package actions. File hashing and disk indexing capabilities are available with the purchase of the Tanium Threat Response Module, the Tanium Asset Module, the Tanium Integrity Monitor Module, or the Tanium Reveal Module, each as described below.

**Tanium Asset Module.** Tanium Asset helps to enable organizations to collect hardware and software inventory data from endpoints to assist with auditing, reporting, and enrichment of asset inventory tools.

**Tanium Comply Module.** Tanium Comply helps to enable organizations to evaluate their endpoints against current known vulnerabilities and industry security configuration standards. Continuous, automated scanning provides environment-wide results, aims to help teams assess their risk profile, improve their security hygiene, and identify data for industry compliance audits.

**Tanium Deploy Module.** Tanium Deploy helps to enable organizations to update and manage software installations across the enterprise and puts a sequencing engine in the hands of administrators. Tanium Deploy includes a package gallery with pre-built application packages, Windows operating system upgrades, and identification criteria that aims to help reduce the time and expertise required for packaging frequently used applications. Find out more [here](#).

**Tanium Discover Module.** Tanium Discover helps to enable organizations to detect and identify unmanaged assets, categorize and label them, and take action to bring those assets under management.

**Tanium Integrity Monitor Module.** Tanium Integrity Monitor helps to enable organizations to continuously monitor critical operating system, application, and log files at scale, while providing the ability to link file integrity monitoring with active alert investigation, configuration compliance, vulnerability scanning, and other aspects of endpoint management and security.

**Tanium Map Module.** Tanium Map helps to enable organizations to automatically discover and build dependency maps for distributed business services.

**Tanium Patch Module.** Tanium Patch helps to enable organizations to automate time-consuming and error-prone patch management processes across endpoints. Efficiently reduce mean time to patch and confidently report on results.

**Tanium Performance Module.** Tanium Performance helps to enable organizations to efficiently monitor, investigate, and remediate endpoint performance issues at scale.

**Tanium Reveal Module.** Tanium Reveal helps to enable organizations to detect sensitive data at rest on endpoints.

**Tanium Threat Response Module.** Tanium Threat Response helps to enable organizations to detect, investigate, and respond to threats and compromise with speed and scalability.

**Tanium Enforce.** Tanium Enforce enables unified endpoint management and security by providing centralized policy management across operating system, application, and security for Windows and macOS environments that are on-premise, remote, or cloud-based.

**Tanium Risk.** Tanium Risk continuously measures and manages endpoint risk. Tanium Risk creates an accurate, real-time view of endpoint risk in the environment, performs guided remediation of most critical problems, and tracks progress to demonstrate objective improvement for senior stakeholders.

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## Useful Resources

### How Tanium helped the University of Salford gain visibility of assets and combat cybercrime.

When Covid-19 struck, the University of Salford knew they were facing serious risks and threats of cybercrime due to the sudden switch to remote working and learning.

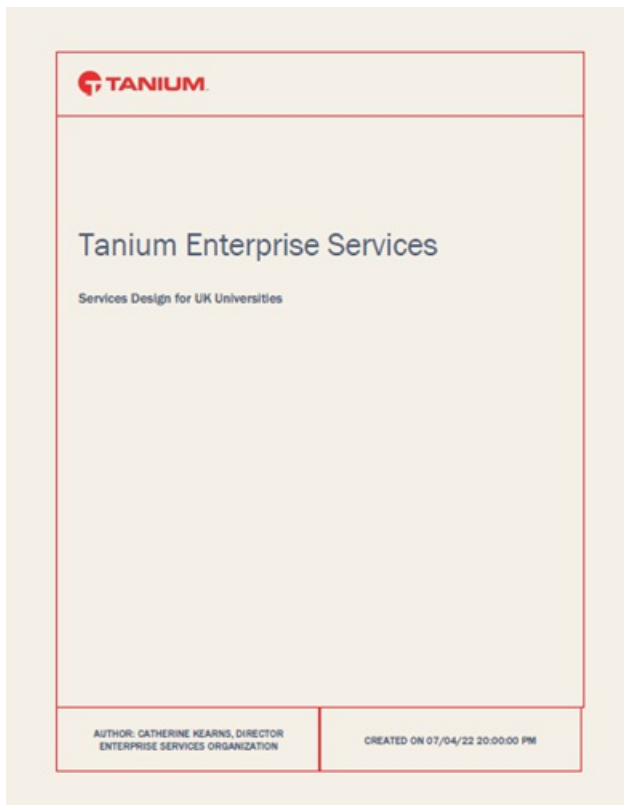
To combat this, Salford used the Tanium platform to get a comprehensive visibility of assets. This revealed hundreds of shadow IT endpoints, identified thousands of missing critical patches and vulnerabilities while also establishing real-time visibility into its 5,000 on-premises, remote, and cloud-based assets. Click [here](#) to read more on the valuable findings and solutions Tanium provided for the University of Salford.

### Tanium User Documentation

**This content** is aimed at users accessing the Platform

### Tanium Deployment Service

Please click on the below to learn more about the Deployment Service offered by Tanium



## Tanium Community

The **Tanium Community** is where customers can be part of and ask the community questions and search for information

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## Service and Support

### Trials

Contact **Chest Help** for more information.

### Product Documentation

Available.

### Training and Training Materials

**Training Catalogue** which can be found on <https://www.tanium.com/training/>

There is also a **public course schedule** (a few clicks in)

### Technical Support

Institutions in Jisc Bands 1 to 4 receive a TAM as part of their licence. For all other sites, please see these documents to discover how to seek guidance from the Tanium Support Team:

- **Support Center External FAQ**
- **Support Center Handbook**

### System releases, new versions and functionality

Details of system releases and/or new versions and/or new supporting documentation will be notified.

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# Terms and Conditions

The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.

## Licence Type

This Site licence is subject to the terms and conditions for the [Standard Chest Licence for Software](#). Exceptions to these terms are shown at the bottom of the page.

## Payment Terms

On receipt of a completed Order, Institutions will either:

1. be invoiced for the whole two or three year licence fee immediately if they have opted for the 'pay in full' option
2. be invoiced for the first year fee immediately if they have opted for annual payments, with invoices for years two (and three) to follow approximately three months prior to the licence anniversary date. Please be aware, this may lead to two invoices having to be paid within one 12-month period.

**Please note, upon receipt of an initial order, Tanium can issue the institution with a temporary licence key if required, and commence the service/deployment elements. This is because permanent licence keys will only be released once payment is received. As such, we would ask sites to pay their invoice as promptly as possible, thereby allowing time for money to pass from Institution to Jisc to Tanium. If your institution insists on a PO number being quoted on the invoice, please ensure you provide this at time of ordering.**

**Chest is an Enterprise of Jisc. All Purchase orders must be made out to Jisc, 4 Portwall Lane, Bristol, BS1 6NB to cover all charges plus VAT.**

All terms contained in a PO are expressly rejected and do not form part of the Licence or vary the Licence terms in any way.

Payments are due within thirty days of invoice date; recipients of late payments are entitled to interest in accordance with **UK statutory provisions**.

## Termination Clauses

At the end of a Licence period sites will be required to delete the software from their systems.

It is the intention of Chest and Snow Software to renew this three year Agreement. If the Agreement is renewed or extended then new conditions may apply. If the Agreement is not renewed then any extension is a matter between institutions and Snow Software.

## Location and Use Permissions

The product(s) may be used by any Authorised User of the Licensee for Educational Purposes which includes the administration and management of the licensee's educational and research operations. These permissions are described in the terms and conditions for the Standard Chest Licence for Software.

## Personal Licences

N/A

## Exceptions to the Terms and Conditions

**Support services.** This additional definition features in the contract.

- The term "**Support**" means, collectively, the support and maintenance services, the Supplemental Support (if applicable), training and any other services acquired by Licensee from Licensor, all of which are provided in accordance with, and governed by, the terms and conditions of the Licence Agreement/Services Agreement as applicable. The type, term, and level of Support are as set forth in the Order. If Licensee has a current Support Services entitlement or Subscription License (that includes Support Services) governed by the Licence Agreement/Services Agreement, then Licensor will provide Licensee with the support and maintenance services described in Section 3 (the "**Support Services**").

Once the relevant Support Services entitlement or Subscription License/Service Period has expired, Licensee has no further right to receive any Support Services. Unless otherwise set forth in the Order, the term of Support Services is coterminous with the Licensed Term/Service Period (the “**Support Term**”). All Support is provided in accordance with, and governed by, the terms and conditions of the Licence Agreement/Services Agreement. Geographic limitations may apply. Unless otherwise agreed upon in writing by the parties, the Support will be provided in English only.

- *Support Services.* Unless otherwise set forth in the Order, Licensor will provide the following Support Services to Licensee.
  - **General.** During the Support Term/Service Period, Licensor shall provide Licensee with reasonable support for the person(s) designated by Licensee that may contact Licensor for Support Services (“**Technical Support Contact(s)**”). Licensee may contact Licensor for Support Services Monday to Friday, 8m. to 6 p.m. Central European Time, excluding Licensor holidays. Licensor shall use good faith efforts to work with Licensee during Licensee’s normal business hours in the time zone in which the Licensee is located to resolve any issues raised by Licensee. Licensee may designate up to a maximum of two (2) Technical Support Contacts.
  - **Contacting Licensor.** Licensee may contact Licensor for Support Services by submitting a request via the internet-based support and maintenance platform for which Licensee will register and use to submit Support Requests and access Documentation during the Licensed Term or Support Term, as applicable, (the “**Licensor Support Portal**”).
  - **Licensee’s Obligations.** All Licensee requests made to Licensor for Support Services in accordance with Section 6.2 (“**Support Requests**”) shall be submitted by Licensee to Licensor through Licensee’s Technical Support Contact(s). Licensee may change its designation of Technical Support Contact(s) upon written notice to Licensor.

Licensee is responsible for: (1) preparing and maintaining their systems (e.g., multi- factor authentication) and facilities in accordance with the Documentation and specifications of the appropriate suppliers; (2) securing all required permits, inspections, and licenses necessary to use the Software and Support Services; and (3) complying with all applicable laws while using the Software/Services and Support Services.

Licensee shall be solely responsible for maintaining all necessary backup and recovery procedures to prevent loss of its data. Licensee acknowledges and agrees that Licensee is solely responsible for the function, performance, and results achieved in using or accessing the Support Materials that Licensor may make available to Licensee in connection with the Support Services.

- **Third-Party Support.** Notwithstanding anything else to the contrary in this Licence Agreement, if Licensee enters into an agreement with the Reseller under which the Reseller will provide any support to Licensee for the Licensed Software/Service (“**Third-Party Support**”), Licensee must contact the Reseller, and not Licensor, for support. Licensee acknowledges that (i) all terms and conditions related to Third-Party Support are solely subject to the agreement between Licensee and the Reseller; and (ii) Licensor has no responsibility or liability for Third-Party Support.
- *Supplemental Support and Training.* Supplemental Support may be purchased by Licensee and provided in accordance with Section 3.5. Product training may be purchased by Licensee and provided by Licensor with respect to the Licensed Software (“**Training**”).
- *Personal Data and Systems Information.*
  - **Personal Data.** Licensee, rather than Licensor, determines which types of data, including Personal Data (as defined in the Data Processing Addendum), exists within its endpoint environment, and determines to what extent Personal Data is processed through its use of the Software/Service and Support. To the extent that Licensor processes Personal Data on behalf of Licensee while providing the Licensed Software/Service and Support, Licensor will process such Personal Data pursuant to the Data Processing Addendum found at Exhibit A to the Licence Agreement/Services Agreement.
  - **Systems Information.** During the term of the Licence Agreement, Licensee may provide to Licensor and the Licensed Software/Service and Support may collect performance, usage, and analytics information relating to Licensee’s operation and use of the Software/Service and Support, metadata relating to Licensee’s networks, software, applications, and systems, device identifiers, network telemetry, endpoint telemetry, system configuration, and data generated through any of the foregoing (collectively, “**Systems Information**”). Because Licensee’s endpoint environment is unique in configurations and naming conventions, the Systems Information could potentially include Personal Data. Licensee may redact, edit, or otherwise suppress any Systems Information, including Personal Data, prior to providing to Licensor for processing. To the extent any Systems Information includes Personal Data, Licensee represents and warrants that it has made all necessary disclosures and has a lawful basis to share the Personal Data with Licensor for the Permitted Purpose.

Licensee agrees that Licensor may use Systems Information: (a) to provide the Software/Service and Support; (b) to research, develop, and improve Licensor’s products and services; (c) as directed or instructed by Licensee; and (d) on an aggregated and/or anonymized basis, for marketing purposes (the “**Permitted Purpose**”). To the extent Systems Information identifies Licensee, such Systems Information will be treated as Confidential Information.

- As between Licensee and Licensor, this section states Licensor’s entire obligation with respect to Personal Data.
- *Supplemental*
  - Licensor Supplemental Support (“**Supplemental Support**”) may be obtained from Licensor at its then-current list price or mutually negotiated price during the Licensed Term, and the length of the engagement will be specified in the Agreement or Order (“**ESR Support**”).

**Term**). If Licensee purchases Supplemental Support, Licensor will provide a Licensor enterprise support resource (“**ESR**”) who will be available to provide the relevant level of Supplemental Support during the ESR Support Term, which may consist of reasonable remote and onsite support.

*The ESR may provide the following support as agreed with Licensee:*

- assist with the deployment, configuration, and optimization of the Licensor products;
- plan, coordinate and implement Licensor-related projects and communicate updates;
- provide consolidated reporting of current deployment status to Licensor’s senior technical and sales leadership and designated Licensee representatives;
- collate technical documentation on behalf of the Licensee;
- help plan, communicate, and monitor the status, health and challenges associated with installation and deployment of Licensor products;
- maintain ongoing technical relationships with Licensee and provide weekly reporting to Licensor’s senior technical and sales leadership and designated Licensee representatives;
- track all tickets, bugs, feature requests, improvement requests and ongoing communications regarding Licensor products; and
- observe ongoing operations for potential problems and improvements; such observations will be brought to the attention of Licensor’s senior technical and sales leadership and designated Licensee representatives.

*The ESR will not:*

- execute an action, including, but not limited to deploying a patch, using Licensor products without the advance written review and approval by a designated Licensee representative;
- use Licensor products to perform any incident response services;
- use any destructive content (e.g., file delete action) on behalf of the Licensee;
- act in a capacity to directly support third-party hardware or software on which the Licensor product is running or dependent; or
- change any settings, undertake Licensor server or client tuning or conduct advanced troubleshooting without direct instruction and prior authorization from the Action Approver (or other designated Licensee representative) and from the assigned primary Licensor technical account managers working with Licensee (“**TAM**”).

The ESR Support Term will commence on the date set forth in the Schedule, or the effective date of the Schedule if a start date is not otherwise indicated. Licensee will provide the ESR access to the Licensor environment and related Licensee’s systems within thirty (30) days from agreed upon on-boarding date (“**On-Boarding Period**”). In the event Licensee fails to provide the ESR with the required systems access noted above, Licensor may withdraw the assigned ESR until access is granted. Supplemental Support will be provided during normal business hours or as mutually agreed upon between Licensor and Licensee. The ESR may be required to be out-of-the-office due to PTO, illness, holidays, training, vacations, or meetings. During this time out-of-the-office, or should the ESR’s employment with Licensor end, Licensor will provide to Licensee with standard Support Services, unless otherwise agreed by Licensor, or when a replacement ESR is available, through the ESR Support Term.

- *Licensee Responsibilities.* Licensee and its personnel shall cooperate fully with Licensor and its personnel in all respects, including, without limitation, providing information as to Licensee requirements, providing access to the equipment/hardware on which the components of the Licensor products are or will be installed, and providing access to all necessary information regarding Licensee’s systems. Licensee shall be responsible for making, at its own expense, any changes or additions to Licensee’s current systems, software, and hardware that may be required to support operation of the Licensor products.
- *Action Approver.* Licensee will assign an action reviewer/approver to act as the final Licensee approver for all Licensor actions submitted by the ESR (“**Action Approver**”). The Action Approver will have the authority to approve all actions issued in the Licensor console. Any other requested changes to the Licensee’s environment will require a change review process to be agreed by the parties.
- *Remote Support.* Supplemental Support may be provided remotely via telephone or electronic communications. Licensee agrees that Licensor resources may access Licensee’s systems during the relevant ESR Support Term, using a defined standard virtual private network (VPN). If a network connection between Licensor and Licensee’s systems is required for Licensor to perform the Supplemental Support, Licensee will provide such access as follows:
  - Licensee is responsible for ensuring that (i) its network and systems comply with specifications provided by Licensor; (ii) all components of Licensee’s Tanium environment are accessible through the VPN; and (iii) the VPN is installed in a timely manner for Licensor to perform the Supplement Support or other Support Services.
  - Licensee is responsible for acquiring and maintaining any equipment and performing any activities necessary to set-up and maintain network connectivity at and to Licensee’s Licensor environment.
  - Licensee will provide and maintain user accounts for, and access to, the VPN for the Licensor resources, including, but not limited to, Licensor’s onsite and remote resources.
  - Licensor is not responsible for network connection issues, problems or conditions arising from or related to network connections, such as

bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Licensee's VPN client software and/or VPN infrastructure fails to allow Licensor access to perform its obligations, Licensee agrees to pay for any increased costs resulting from such failure.

Notwithstanding anything to the contrary in the License agreement, the Licensee may allow the following Authorised Users to use the Software/Service: Licensee's personnel; Personnel of Licensee's Affiliate (where "Affiliate" means an entity that is controlled by, controls, or is under common control of a party, where "control" means the ownership, in the case of a corporation, of more than fifty percent (50%) of the voting securities in such corporation or, in the case of any other entity, the ownership of a majority of the beneficial or voting interest of such entity); or a third party appointed by Licensee who manages the Software/Service and related support materials on the Licensees Managed OS Instances. Home Use by students is not permitted.

All other exceptions are per the following documents:

**Schedule 4 – Part A: Standard Chest Software Licence (as Amended for this Agreement)**

**Schedule 4 – Part B: License Terms for Tanium Cloud/Tanium-as-a-Service**

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Commercial in confidence

Operating address: Chest (a Jisc Enterprise), 4 Portwall Lane, Bristol. BS1 6NB email:help@chest.ac.uk tel:0300 121 0878

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