



## ServiceNow Safe Workplace Builds on Initial Customer Momentum to COVID-19 Pandemic, but with a Focus on Returning to the Workplace

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### IDC's Quick Take

On Monday May 18<sup>th</sup>, ServiceNow released ServiceNow Safe Workplace, a four-app suite and dashboard designed to help companies manage the essential steps for returning employees to the workplace. Immediately available on the ServiceNow store or at [servicenow.com/safeworkplace](https://servicenow.com/safeworkplace), the Safe Workplace app suite is powered by the Now Platform. The applications will have a roadmap and future product investment, and mobile access. In a March announcement to assist customers with COVID-19 impact, ServiceNow released four emergency response applications, with adoption reaching almost 6,000 applications deployed at more than 1,000 customers globally. Many of the same customers (i.e. Human Resources, IT, Legal and Workplace Services departments) when planning to prepare for employees to return to the workplace, will consider the applications that best fit their scenario plans from the ServiceNow Safe Workplace suite.

### Product Announcement Highlights

ServiceNow Released four applications to assist companies in planning and executing steps to return employees safely to the workplace. ServiceNow Safe Workplace applications and dashboard have expanded its employee workflow portfolio, utilizing the Now Platform. The suite includes four new applications and a dashboard that help companies assess their workforce and workplace readiness as they prepare for employees to return to the workplace.

- *Employee Readiness Surveys*: Helps organizations gauge their workforce's level of preparedness to return to the workplace by presenting and capturing employee responses to a series of questions that address employees' personal readiness for and level of interest in returning to the workplace.
- *Employee Health Screening*: Enables companies to screen employees before entering the workplace to ensure compliance with entry requirements such as temperature check and PPE allowing employers to determine if it's safe for the employee to enter the workplace. The application also provides a reporting dashboard to view trends by sites and record the return of employees into their facilities.

ServiceNow also released two new applications to support companies' preparedness to bring employees back to the workplace:

- *Workplace Safety Management*: Allows facilities and workplace services managers to quickly configure clean and hygienic, physically distanced workspaces so that employees can safely return to the workplace. The app lets managers assign shifts so that employees occupy these workspaces for a specific amount of time and configure cleaning schedules at the end of each shift. Out-of-the-box reports and dashboards give managers a real-time view of both workspace reservations and reservation thresholds across floors, buildings and sites. Workplace managers also have a real-time view of all cleaning task status, including a full audit trail history.

• *Workplace PPE Inventory Management*: Helps organizations manage and monitor their PPE inventory needs to ensure the physical safety of their workforce. The app's dashboard provides a comprehensive view of inventory by facility, as well as an aggregate look at the entire workplace and historical data on how equipment levels have changed over time. Inventory levels can be updated daily for accurate, real-time inventory management.

## IDC's Point of View

Built on the Now Platform, the product portfolio delivers IT, employee, and customer workstreams. The two COVID-19 related announcements, and the recent acquisition of the 4Facility assets of App4mation are targeted at employee customer workflows. ServiceNow's leadership team has thoughtfully considered how the Now platform, emergency response applications, and the new ServiceNow Safe Workplace suite can help customers quickly move forward in an emergency pandemic response, and plan and execute critical decisions for employee's safely returning to the workplace. In early May, the company signed an agreement to acquire the 4Facility assets of App4Mation, a ServiceNow application and implementation services partner, that will strengthen its workplace services capabilities. 4Facility's capabilities, paired with ServiceNow's workflow and mobile capabilities, will serve as the foundation for the new Workplace Service Delivery product that will allow organizations to prioritize services based on rapidly changing business demands.

For many large organizations, there are three central themes, (or some variants) that executive teams are focused on. They are 1) enabling the ongoing safety, health and well-being of all employees, 2) continuing to play a role in controlling the virus spread, and 3) maintaining or returning the health and operations of the business. IT executives must take a leadership role in using technology and processes to achieve positive outcomes across all three themes; working closely with business functions to solve pandemic challenges and establishing a foundation of trust for future opportunities. Standardization is one of the fastest ways to increase Return On Investment (ROI). IT executives should work with the business functions to drive standardization, and integrations across critical platforms.

### IT Executive Recommendations

- Customers have an opportunity to drive more collaboration across HR, legal, IT, and facilities teams to solve not only COVID-19 generated challenges, but broader employee workflow challenges in the future.
- IT executives should be leaders in the COVID-19 response for their organizations, taking center stage for Board, CEO, and strategy discussions across the emergency response and back to the workplace initiatives enabling a trusted and safe transition.
- IT executives can build trust across HR, Legal, Facilities and workplace services teams that now have an impactful reason to partner with CIOs and her teams, in a quest to get employees to safely back to the workplace.
- Consider the broad portfolio of solutions ServiceNow offers for Covid-19 and employee workflows; select opportunities for short term wins and plan for longer term projects that deliver business results.
- Over communicate the role and value IT has already played in the COVID-19 response and plan a strategy for bringing employees back into the workforce.
- Design dashboards that show metrics and progress for business functions, and design dashboards for CEO and Board level conversations.

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