

ServiceNow Facilities Service Management

Benefits

- Increase Productivity**
 Speed up service delivery. A self-service facilities portal provides 24x7 access to facilities information and services on desktop and mobile devices. Interactive floor plans allow everyone to quickly find people, places, and things.
- Improve Insight and Decision Making**
 Leverage a single system of record to provide transparency into the performance of the facilities organization. Evaluate facilities resource utilization and the volume and types of service requests with easily customized reports and dashboards. Plan and optimize space utilization through reporting and visualization of the data.
- Reduce Operational Costs**
 Do more with less by implementing automated and streamlined processes, optimizing resource allocation and maintenance cycles, and improving service levels and alignment with company priorities. Control the cost of occupancy by optimizing current and future space needs. Reduce the cost of employee movement.

The Business Challenge

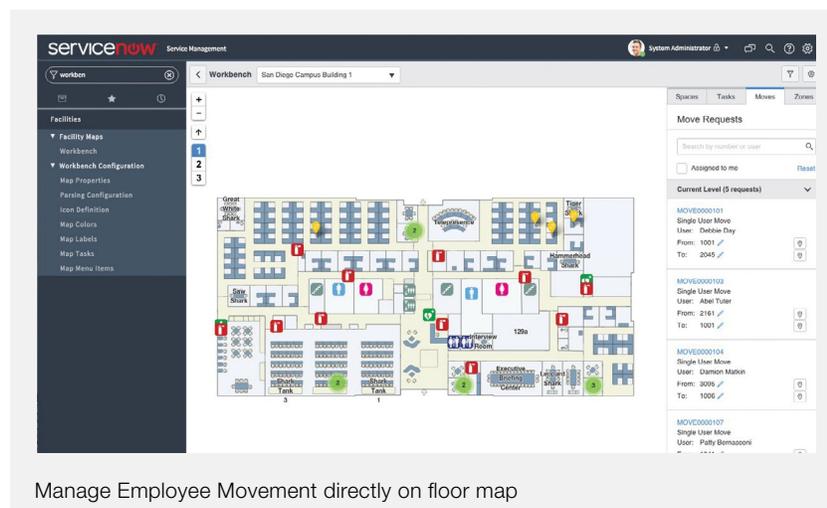
Many facilities management professionals use a combination of tools including email, spreadsheets, and homegrown software to manage the maintenance and operation of facilities, space, and associated resources. Facilities requests and space planning requests are usually submitted and addressed via email and phone with little to no accountability or transparency into the work being requested and performed. These methods may have been sufficient when facilities management focused on tactical operations, but today's enterprise relies on facilities managers to address corporate goals for growth, sustainability, business continuity, operational efficiency, staff productivity, and cost control. In this environment, effective facilities management requires a service management system that frees the facilities manager from reactive, day-to-day operations and delivers the ability to understand, measure, and report on the performance of facilities services and its impact on the business.

The ServiceNow Solution

ServiceNow® Facilities Service Management application automates and consumerizes the request and delivery of facilities services with a self-service portal and interactive floor plans, giving employees 24x7 access. Requests are automatically directed to a specific individual or group via customizable rules. These requests, or work orders, can be defined as individual tasks or multiple tasks depending on the complexity of the service. Email notifications—both inbound and outbound—are set up for work orders and tasks within an order that alert a facilities specialist or team and keep the requester updated on progress.

Facilities specialists and management can run standard reports or create their own custom reports with the application to establish and measure key performance indicators (KPIs). These KPIs are fundamental to understanding how resources are used, where costs can be saved, and where extra investment is warranted.

For IT administrators leveraging the ServiceNow Service Automation Platform to transform IT and other shared services, they are already familiar with the setup, configuration, and maintenance required to support the Facilities Service Management application. That familiarity speeds implementation and significantly lowers the cost of ownership compared to standalone tools.



Manage Employee Movement directly on floor map

Facilities Storefront for the Business

Facilities Service Management delivers a consistent end user experience with an online storefront that helps automate and modernize the request and delivery of facilities services. The integrated knowledge base can be populated with facilities information including building infrastructure, maintenance services, badging services, security services, sustainability programs, safety services, mail services, office moves, and parking information. To log a request, an end user simply goes to the facilities portal where active requests are identified in floor plan visualizations. With this consolidated, self-service interface, users can easily report an issue or determine if someone else already has, track their requests, and receive notification of progress. Requests can be automatically assigned to a facilities specialist based on attributes like the request category and location. A facilities specialist can also view and update open requests and requests assigned to them through the same interface. With the integrated knowledge base and automated workflow, the self-service facilities portal enables a more efficient workforce, reduces dependence on institutional knowledge, decreases the number of repetitive requests, and improves service quality.

Space Management and Floor Plan Visualizations

Space is one of the greatest costs for an organization. Space management allows organizations to quickly define their buildings, floors, and spaces, including assigning people and assets to a space. The interactive floor plan in the Facilities Service Management application provides many capabilities to the organization.

The floor plan allows anyone to find people, places, and things, and provides quick visualization of data, such as current occupancy status and department ownership. This approach allows the facilities manager to track and report current space utilization and to predict future space needs.

The interactive floor plan also provides an intuitive interface to track and monitor requests from employees and stakeholders. Integrated with the floor plan is a Move Management application that helps manage move requests, so facilities managers can quickly identify the optimal space for a move.

Reporting Engine and Custom Dashboards

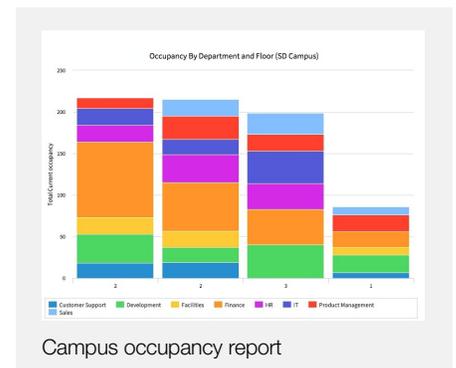
Users can easily customize reports and dashboards in the Facilities Service Management application to meet specific requirements. A simple and flexible reporting engine allows users to quickly generate and save reports directly from a list of records. Users can right click within any list to generate bar charts and pie charts for instant analysis. They can also define their own personal dashboards by simply dragging and dropping the gauges and reports to their homepage. This process allows facilities managers to better understand space utilization, types of services used, and individual workloads handled by the facilities organization. As a result, they can optimize resources, identify opportunities for preventive maintenance, and align facilities services and resources with company priorities.

Single System of Record

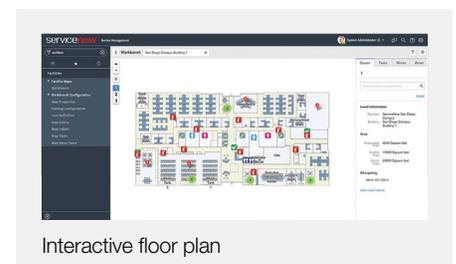
The Facilities Service Management application replaces legacy platforms and email or phone-based request systems with a single system of record that encompasses space management and facilities requests.

The consolidated, standardized, and automated workflow improves efficiency, accountability, and service quality throughout the enterprise. With a single view into facilities operations and services, facilities managers can track and report on KPIs, rapidly identify common and repeat issues, and deliver transparency into the performance of the facilities organization.

Facilities, IT, shared services, and other lines of business owners can leverage one user interface, one code base, and one data model, i.e., one system to define and manage enterprise services. End users can access these services via a single, intuitive, self-service portal, and the enterprise improves efficiency, productivity, and economies of scale.



Campus occupancy report



Interactive floor plan



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