ServiceNow® Workplace Indoor Mapping
Create and manage indoor mapping experiences

How will businesses manage the reconfiguration and design of offices in the current world of work? How will employees navigate newly configured workspaces and find what services and amenities are available to them? With workspaces constantly changing to meet evolving employee needs, workplace teams must combat unfamiliarity with new office layouts by providing employees and visitors alike with helpful, intuitive digital indoor mapping experiences across various buildings and environments.

In an increasingly distributed work environment, simple and flexible solutions to find services, workspaces, amenities and navigate around buildings will help employees focus their time on what they do best, not where it is, what is available, or how to get to there.

ServiceNow® Workplace Indoor Mapping provides a native experience for indoor mapping on the ServiceNow platform that is included in the Workplace Service Delivery solution, featuring directions, wayfinding, and reservations. Like many enterprises redefining their workplace, the ability to enable workplace managers with a self-service studio for creating and managing indoor mapping experiences is vital to delivering a great workplace experience. Employees are able to use published maps and create reservations near colleagues based on proximity, set and reserve spaces as favorites, report workplace issues to service teams, and get directions to and from points of interest.

The ability to publish changes to wayfinding and indoor maps in real-time across workplace locations is a key component for maintaining up to date workplace mapping experiences. Eliminate manual and time-consuming tasks with the ability to edit indoor maps, import floor plans, and manage content in a self-service studio.

Indoor mapping includes mobile capabilities, in addition to building-to-building wayfinding. Employees can use the location directory or reservation functionality and filter by details such as space purpose, capacity, location, layout, and services available.