ServiceNow® Workplace Indoor Mapping
Create and manage indoor mapping experiences

How will businesses manage the reconfiguration and design of offices in the new world of work? How will employees navigate newly configured workspaces and find what services and amenities are available to them? Many employees returning to an office may be unfamiliar with new office layouts, while others who were hired have never set foot in the office. These realities present workplace teams with the opportunity to provide employees with helpful, intuitive digital indoor mapping experiences across various buildings and environments. Companies will continue to digitally transform, and what was once complex workstreams will evolve into efficient, stress-free experiences for employees and visitor joining on site.

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 new 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, 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 in a new, 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.

Workplace Service Delivery Suite
Provide modern digital experiences for employees to interact with the workplace, supporting the hybrid workforce and workplace teams.

- **Safe Workplace Suite**, access applications to assess employee and workplace readiness and align safety plans for opening.
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests like catering or room configurations.
- **Workplace Indoor Mapping**, create and manage maps, view services, available spaces and navigate the workplace.
- **Workplace Visitor Management**, easily register guests and off-site employees, manage daily visitor registrations, and automate communications for arrivals.
- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise.
- **Workplace Space Management**, measure workspaces, assign cost centers, control capacity, and track utilization to optimize real estate spend.
- **Workplace Move Management**, easily manage workplace move requests by automating individual, mass employee and asset space relocation.