ServiceNow® Workplace Reservation Management

Simplify reservations with single-click, self-service

As the world and our offices begin to reopen, organizations are preparing for the post-pandemic future of the workplace. Some employees will remain remote while others return, but one thing is certain, the view on where work gets done and how work gets done has changed forever. In the new world of distributed work, the shift in workplace and employee needs has encouraged departments across the enterprise to find new ways to digitize processes and enhance the employee experience.

Whether in the office or on the go, it will be important to provide easy, intuitive self-service reservations for workspaces and workplace amenities to employees. Through streamlining the reservation process, businesses can boost productivity, manage workplace safety and increase efficiencies while delivering meaningful workplace service experiences.

Provide avenues for employees to quickly reserve workspaces and add requests and services such as room configurations or catering

ServiceNow® Workplace Reservation Management was designed to allow employees to search, reserve, modify and check-in for any workspace they need to be productive, all from an omnichannel self-service interface. With many organizations prioritizing workspace hoteling over permanent seats in the new hybrid work environment, employees need to easily make reservations for workspaces and connect with workplace services. Automate the reservation processes and view workspace availability from both a card view and an interactive floor map, and create reservations for desks, meeting rooms, or parking spaces using single-click reservation capabilities. Employees can sync workplace reservation details and add service requests – such as room configurations or catering – while making a reservation from Workplace Service Delivery, Microsoft Outlook or Google Calendar.

As we plan for a safe return and the future of our workplaces, implementing solutions to successfully curate the reservation experience that include socially distanced floor plans, neighborhoods, and automated cleaning tasks will contribute to managing a safe and efficient workplace. With solutions like Workplace Reservation Management, we can shape the future of work to be inclusive of modern digital workflows that provide great employee experiences.

Workplace Service Delivery Suite

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

- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests like catering or room configurations
- **Workplace Space Mapping**, create reservations, view facilities and navigate the workplace using a map view (requires 3rd party license agreement with MappedIn)
- **Workplace Space Management**, measure workspaces, assign cost centers, control capacity, and track utilization to optimize real estate spend
- **Workplace Visitor Management**, easily register guests and off-site employees, manage daily visitor registrations, and automate communications for arrivals
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation
- **Safe Workplace Suite**, access applications to assess employee and workplace readiness and align safety plans for opening