ServiceNow® Workplace Reservation Management

Simplify reservations with single-click, self-service

As the world and our offices begin to reopen, organizations are rethinking their workplaces for the new hybrid workforce. 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 indefinitely. 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 and workplace interactions.

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.

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 a card view and floor map, and create reservations for desks, rooms, or workspaces using intuitive 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 on, Microsoft Outlook or Google Calendar.

As we plan for the future of our workplaces, implementing solutions to successfully curate the reservation experience and allow employees to reserve spaces near one another, share their reservation itinerary, or add service requests will become a paramount part of the employee experience. With applications available in Workplace Service Delivery including Safe Workplace, we can shape the future of work to be inclusive of modern digital workflows that provide employee with inclusive workplace experiences.

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 Space Mapping**, create reservations, view facilities and navigate the workplace using a map view (requires third-party license agreement with MappedIn)

- **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 Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation