ServiceNow® Workplace Service Delivery

Provide modern digital experiences for the hybrid workplace

Organizations have embraced digital transformation to support their employees and workplaces – regardless of where and how work gets done – and employees are thriving under new flexible working arrangements. Businesses are focused on automating manual processes and digitizing their workplaces to provide purpose-built and inclusive experiences for their employees. Work-life previously was filled with frustrating and repetitive tasks that burned through time. Finding a hotel desk at the office, reserving a proper conference room for an event, inviting a customer and ensuring they have parking and a badge, or even letting the workplace team know there was an issue with the coffee machine.

As an extension of the Employee Workflows portfolio, ServiceNow® Workplace Service Delivery including Safe Workplace Suite was designed to deliver seamless digital experiences for employees to interact with the workplace services, enabling the new hybrid workplace.

Key Benefits

- Gain the full value of the ServiceNow® platform with Workplace Service Delivery including Safe Workplace Suite
- Enable workplace teams to provide timely, efficient help for workplace service requests
- Quickly reserve workspaces and meeting rooms near colleagues or across multiple locations
- Guide employees and visitors around workplace locations using mobile wayfinding
- Manage spaces and provide meaningful data analysis of space utilization and trends
- Provide employees with mobile enabled apps for workplace entry and clearance status
- Prepare a safe, employee ready working environment with connected workplace services

Return to a safe, employee-ready working environment

ServiceNow® Safe Workplace Suite allows businesses to plan and prepare for the return to workplace with a safe, employee-ready working environment. Stay on top of changing regulations and provide required PPE, monitor vaccination and employee health status, track employee office entry results from a central dashboard, and rapidly trace and communicate with potentially exposed workers to mitigate risk of further transmissions.

Increase productivity and simplify reservations with simple self-service

ServiceNow® Workplace Reservation Management allows employees to search, reserve, modify and check-in for any workspace using sophisticated self-service. Employees can request services with their reservations and sync reservation details with enterprise calendar providers. To collaborate, employees can reserve workspaces near colleagues with proximity booking, secure multi-location conference room reservations for team meetings, and add service requests such as catering and room configurations, and share reservation itineraries.
Navigate workplace locations using interactive floor maps

ServiceNow® Workplace Space Mapping allows employees to navigate workplace locations and create reservations using floor maps. Provide mobile wayfinding for employees and empower workplace managers to digitally edit floor plans and publish changes to mapping experiences across office locations. Mappedin is the selected indoor mapping provider for Workplace Service Delivery and requires a separate contract.

Welcome guests with a seamless check-in process

ServiceNow® Workplace Visitor Management allows employees to easily register guests, manage safe and secure check-in procedures and facilitate health screenings. Approvals are then generated to initiate building access, automate communications, health surveys, badge printing, Wi-Fi and any other requirements for their scheduled arrival.

Deliver a world-class service delivery experience for the workplace

ServiceNow® Workplace Case Management enables workplace service teams to manage employee service requests in the workplace. It eliminates generic, time consuming tools like email, phone calls or walk-ups. Workplace teams can now standardize the process, interaction and fulfillment of service requests – such as room configurations, catering, room equipment – or even transfer cases to other departments across the enterprise.

Track utilization of space by person, floor or space type

ServiceNow® Workplace Space Management provides the resources and visibility to measure, define and maintain spaces and understand utilization in the new hybrid workplace. Workplace teams can use space reporting dashboards to provide meaningful data analysis and better manage the design of workspaces. With proper space management, workplace administrators make optimizations based on current workplace needs and utilization trends.

Enable a hybrid workplace with Workplace Service Delivery including Safe Workplace Suite

Prioritize the digital transformation of the workplace and its services, where employees are easily able to interact with workplace teams and self-service any request using modern, digital experiences. Working closely with IT, HR and Legal, communicate easily with employees and visitors, streamline processes and create better, more engaging workplace experiences regardless of where or how work gets done.

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 Space Management**, measure workspaces, assign cost centers, control capacity, and track utilization to optimize real estate spend
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation