ServiceNow® Workplace Service Delivery

Deliver digital experiences for employees and workplace services

Today, businesses are adapting to changing environments where employees working from home need to be supported as they transition to a new hybrid schedule after returning to the workplace. Businesses will focus on things like maintaining clean, social distanced floor plans and automating manual processes to provide more self-service to employees. Work-life prior to the pandemic 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 was designed to deliver seamless digital experiences for employees to interact with their workplace services and allow organizations to manage a safe and efficient workplace.

Key Benefits

- Gain the full value of the ServiceNow® platform using the fully integrated Workplace Service Delivery Suite
- Enable workplace teams to provide timely help to employees and transfer cases across the enterprise
- Quickly reserve desks, rooms, equipment, catering and more with socially distanced floor plans on an interactive map
- Guide employees and visitors around workplace locations using wayfinding and mapping experiences
- Manage and design floor space based on utilization and provide meaningful data analysis of space and real estate needs
- Utilize workplace and safety reporting dashboards to communicate value and impact on business operations
- Prioritize services and prepare for the return to work with a safe, employee ready working environment

Provide avenues for employees to interact with the workplace and reserve workstations, add requests and navigate locations

Deliver a world-class service delivery experience for the workplace

Workplace Case Management enables workplace service teams to manage their service interactions with employees, without relying on generic tools like email, phone calls or walk-ups. Standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise while having visibility into quantity and types of incoming cases. Employees can report issues using an interactive floor map or Virtual Agent.

Increase productivity and simplify reservations through powerful automation

Workplace Reservation Management allows employees to search, reserve, modify and check-in for any workspace from a self-service interactive floor map. Employees can sync workplace items, requests and reservations with common enterprise calendar providers. Reserve a socially distanced desk, meeting room, and parking space, or book multi-location conference rooms based on availability. Add requests such as catering to reservations, specify room set-up and automate cleaning schedules.

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Navigate workplace locations using interactive floor maps

Workplace Space Mapping allows employees to get directions and navigate through workplace locations, create reservations using floor maps and view reserved or unavailable spaces on an intuitive color legend. Define spaces using digital maps for safe social distancing, require reservation check-ins and provide wayfinding for visitors and employees. Workplace managers can eliminate manual processes and 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.

Track utilization of space by person, floor or space type

Workplace Space Management provides the tools and visibility to measure, define and maintain space types and understand how spaces are being utilized in the evolving workplace. Workplace teams can use space reporting dashboards to provide meaningful data analysis of space utilization and better manage the design of workspaces. With proper space tracking, workplace administrators can project future space needs and make optimizations based on current utilization trends.

Welcome guests with a seamless check-in process

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.

Return to a safe, employee-ready working environment

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

Support return to workplace efforts with Workplace Service Delivery

Prioritize services and implement a phased return strategy where employees are easily able to interact with workplace services and self-service any request. Working closely with IT, HR and Legal, communicate easily with employees and visitors, streamline processes and create better, more engaging employee experiences from anywhere, on any device.

Workplace Service Delivery Suite

The Workplace Service Delivery Suite provides digital experiences for employees to interact with workplace services and supports the new hybrid workforce.

- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise

- **Workplace Reservation Management**, view availability, self-service reservations and add services or requests such as catering from any device

- **Workplace Space Mapping**, provide an interactive floor map to view facilities, find people and get directions around workplace locations (requires additional 3rd party license agreement with Mappedin)

- **Workplace Space Management**, Measure, define and maintain space types to understand capacity and utilization by room, floor or workspace

- **Workplace Visitor Management**, easily register guests and off-site employees, manage their registrations and automate communications for arrival

- **Safe Workplace Suite**, access applications to assess employee and workplace readiness and align safety plans for opening

- **Workplace Reporting Dashboards**, display data from all Workplace Service Delivery applications for a complete view of trends and opportunities