ServiceNow® Workplace Service Delivery

Modernized digital services for the evolving workplace

Today, businesses are adapting to changing environments where employees need to be supported as they transition back to the workplace. Providing fewer barriers and making things simple is now considered essential. However, traditional work life has been filled with frustrating, repetitive and routine tasks that steal time. Finding an open desk for a few days at the office, reserving a proper conference room for an all-day team meeting, inviting a customer and ensuring they have parking and a badge, or even letting the workplace team know there is a problem with the coffee machine are common employee workplace challenges. As an extension of the Employee Workflows portfolio, ServiceNow® Workplace Service Delivery was designed to deliver digital experiences for employees to interact with the services their workplace offers— all from the palm of their hand.

Increase productivity and simplify reservations through powerful automation

Workplace Reservation Management allows employees to book and reserve any physical workplace environment from an omnichannel self-service interface, and sync workplace items, requests and reservations with common enterprise calendar providers. Reserve a desk, office, equipment or parking space, or even multi-location conference rooms from an interactive floor map based on availability. Add requests such as catering while specifying setup and any technical requirements for the reservation.

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 employee inquiries and requests while having visibility into quantity, quality and types of incoming cases for continual service improvements. Employees can create a case using Virtual Agent to kick-off the workflow process and check on status updates leading to completion.

Key Benefits

- Gain the full value of the ServiceNow® platform with a fully integrated Workplace Service Delivery Suite
- Quickly reserve desks, rooms, equipment, catering and more from any device on an interactive floor map
- Enable workplace teams to provide timely help to employees with case management
- Optimize floor space, meeting room usage and other real estate needs with space utilization tools
- Utilize reporting insights to show senior management value and impact on business operations
- Easily plan and implement a phased return to workplace strategy

Provide avenues for employees to interact with workplace services and quickly reserve rooms, equipment and catering from any device.
Master the workday using interactive floor maps

Workplace Space Mapping provides employees with an accurate and interactive floor map to reserve a workspace, conference room or parking spot based on availability and view reserved or unavailable spaces using an intuitive color legend. Workplace managers can import space administration tables, define reservable and non-reservable spaces, require reservation check-ins and track reservations.

Inspire workplace layouts built for high usability

Workplace Space Management provides workplace administrators the tools and visibility they need to help plan, utilize and optimize space for the evolving workplace. Workplace teams can use space utilization tools and dashboards to improve floor space and meeting room usage, and proactive cleaning or maintenance tasks can be assigned with templates and checklists to ensure a safe working environment.

Welcome guests with a seamless check-in process

Workplace Visitor Management allows employees to easily register guests arriving to the workplace, while automating visitor communication and tasks for their scheduled arrivals. Approvals are then generated to initiate building access, badge printing and any other requirements for their visit.

Optimize decisions with real-time reporting and insights

Workplace Reporting Dashboards provide the workplace services team a real-time view of service demands, key performance indicators, along with trends over time to help make adjustments in service delivery and identify potential opportunities for automating and deflecting common employee requests.

Support return to workplace efforts with Workplace Service Delivery

Workplace Service Delivery allows organizations to prioritize services and implement a phased return to workplace strategy where employees will be able to reserve workspaces and leave ample space for physical distancing. Working closely with IT, HR, Risk and Legal, workplace services leaders will be able to communicate easily with employees, automatically kick-off workplace maintenance and cleaning workflows and quickly respond to safety concerns.

Workplace Service Delivery Suite

Provide a set of applications to deliver digital experiences for employees to interact with workplace services.

• Workplace Reservation Management, book and reserve any physical workplace environment from an omnichannel self-service interface

• Workplace Case Management, standardize the process, interaction and fulfillment of employee inquiries and requests

• Workplace Space Mapping, provide an accurate floor map to view facilities and reserve a workspace based on availability

• Workplace Space Management, improve floor space and meeting room usage and assign cleaning maintenance tasks

• Workplace Visitor Management, easily register and monitor guests arriving to the workplace while automating internal tasks and communications for a pleasant arrival experience

• Workplace Reporting Dashboards, provide real-time metrics and key performance indicators including space utilization and service trends over time