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, which includes Safe Workplace Suite, was designed to deliver seamless digital experiences, enabling the new hybrid workplace.

Key Benefits

- Gain the full value of the ServiceNow® platform with Workplace Service Delivery including Safe Workplace Suite
- Provide employees with mobile enabled experiences for the hybrid workplace
- 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
- Prepare a safe, employee ready working environment with connected workplace services
- Enable workplace teams to provide timely, efficient help for workplace service requests

Provide avenues for employees to interact with workplace services for reservations, requests, wayfinding – and more

Provide a safe, employee-ready working environment

ServiceNow® Safe Workplace Suite allows businesses to plan and prepare a safe, employee-ready working environment. Stay on top of changing regulations and provide any 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 self-service

ServiceNow® Workplace Reservation Management allows employees to search, reserve, modify and check-in for any workspace from a map view and card view. Employees can request services for reservations and sync reservation details with enterprise calendar providers. To collaborate, employees can reserve workspaces near colleagues based on proximity, secure multi-location conference rooms for distributed team meetings, and add service requests such as catering and room configurations. To foster connectivity, employees can share reservation itineraries and add attendees or register visitors within the reservation process.
Create and manage indoor mapping experiences

ServiceNow® Workplace Indoor Mapping provides a new native experience on the ServiceNow platform that is included in the Workplace Service Delivery solution, featuring directions, wayfinding, and reservations. Like many enterprises redefining their workplace, the ability to enable workplace managers with a self-service studio for creating and managing indoor mapping experiences is vital to delivering a great workplace experience. Employees are able to use published maps and create reservations near colleagues based on proximity, report workplace issues to service teams, and get directions to and from points of interest.

Welcome guests with a seamless check-in process

ServiceNow® Workplace Visitor Management allows employees to easily register guests, manage secure check-in procedures, and facilitate any workplace entry requirements. Approvals are then generated to initiate building access, automate communications, health surveys, badge printing, Wi-Fi and any other tasks 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 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 and manage space lifecycles by capturing individual space status

ServiceNow® Workplace Space Management provides the resources and visibility to measure, define and maintain space lifecycles to plan for future, makeshift spaces, and changes to existing locations. Workplace teams can control utilization of spaces based on space status and analyze capacity trends over time for better planning.

Enable a hybrid workplace with Workplace Service Delivery

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 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 Indoor Mapping**, create and manage maps, view services, available spaces and navigate the workplace
- **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

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