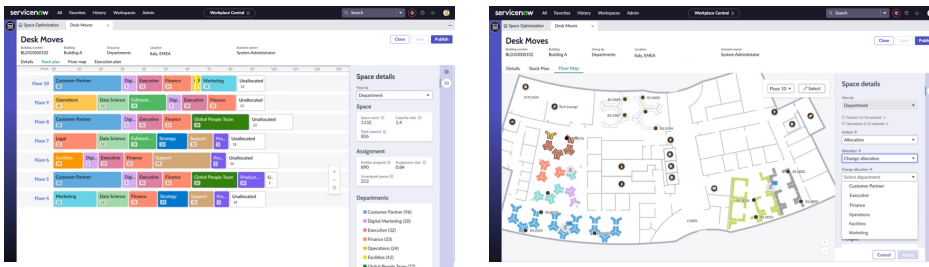


ServiceNow® Workplace Space Management

Optimize the use of space with planning, insights and reporting

In the age of flexible work, employees are visiting the workplace for a specific purpose. Whether they're attending an event, meeting, or collaborating with coworkers, the need for flexible working environments is a priority. Workplace and real estate teams are tasked with effectively planning and managing existing space for optimal utilization. These changing ways of work are driving the need for digital solutions that provide modern employee experiences and drive greater operating efficiencies.

ServiceNow® Workplace Service Delivery (WSD) empowers businesses by providing built-in workflows to help **plan, manage and collect insights around space and utilization**. Modern technologies included in WSD provide building managers with the necessary data to plan and create optimal working environments for their employees and assess what kind of space they need (or don't need) now and into the future.



Visualize how spaces are configured across buildings and review current allocations via a stack plan or floor map within Workplace Central

Make strategic decisions around space using stack plans, maps, and utilization insights

With the evolved expectations around where and how people work, most companies are not effectively utilizing the space they pay for.

Using reports and dashboards, WSD enables workplace managers to quickly pull key metrics around utilization of their space, including:

- Space lifecycles, from draft mode to retirement
- Occupancy, including total users in a reservation
- Utilization heat maps by floor for desks and conference rooms
- Utilization by department or cost center
- Monthly reservations per location
- Peak reservation hours
- Location reservations per day this week
- Location reservations today
- Number of reservations in each check in state (Checked Out, No Check Out, No Show)

And much more!

Using key utilization insights, workplace executives are enabled to drive not only present strategic decisions but also future strategies around overall space and real estate needs for the workplace. Workplace teams can be empowered to make the best use of spaces at every single location of the organization, whether that means managing space assignments or configuring spaces based on key optimization insights.

Workplace Service Delivery supports industry standard BOMA classifications.

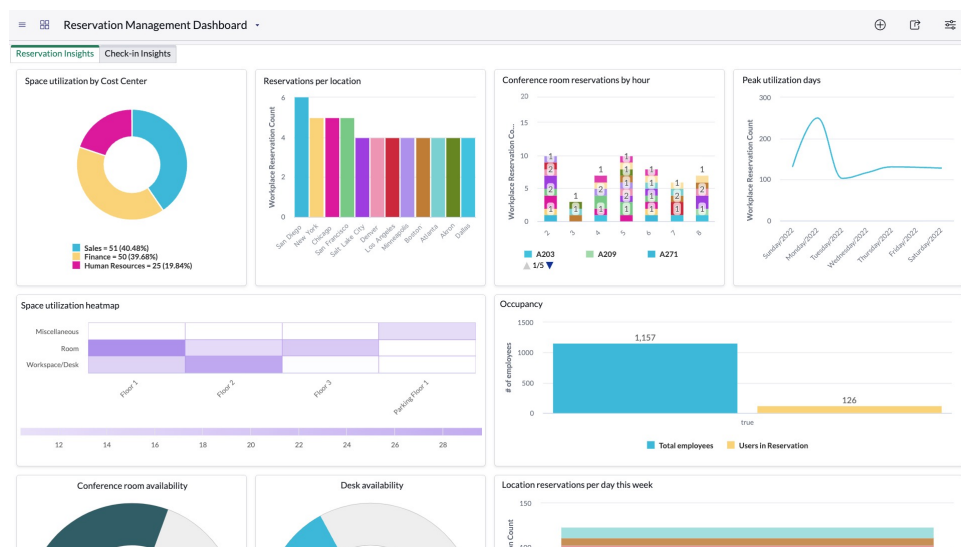
Gain the full value of the ServiceNow® platform with Workplace Service Delivery

Key Benefits

- Enable meaningful analysis of space utilization to effectively make strategic decisions
- Understand workplace capacity and trends over time to enable space and scenario planning
- Easily organize insights into customizable dashboards for decisions around real estate
- Access crucial real-time data around workplace spend and operational efficiencies
- Empower workplace teams to reconfigure existing space to align to workplace needs
- Manage the space lifecycle from draft to retirement for a full record
- Provide visual scenario planning to design and easily propose workplace configurations



WSD also allows space planners to take action on their collected insights. With a central workplace planner tool, workplace teams are able to visualize how spaces are stacked in a building via stack plan and floor map. The tool also allows them to create what-if building reconfiguration scenarios to identify and analyze possible space solutions and deploy selected scenarios to generate move plans.



After employees, corporate real estate is listed as the average company's second largest overall expense, and single largest fixed line item. Businesses have been altering their space vigorously in recent years as hybrid trends continued to evolve along side their workplace needs. With focus to attract employees back into the office, to the CFO's office focused on visibility into what they can control or modify, it is imperative that businesses are equipped with the right insights and digital workflows to create greater efficiencies and optimize the workplace experience without disrupting the flow of business.

With the proper resources in place, businesses will be empowered to provide a purpose-built workplace that aligns to what space they truly need and how to best optimize it for employees.

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**, plan 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