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

• Understand workplace capacity and utilization 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
• Automate space fulfillment requests to provide a best possible seating option
• Assign spaces and employees to neighborhoods related to department or cost center
WSD also allows space planners to take action on their collected insights. With Workplace Central, 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, share space plans with relevant stakeholders for deployment, and deploy selected scenarios.

**Enhance and automate the space planner experience**

Space planners and workplace teams often lack the technology to easily identify and act on the best possible seating for different projects and employees. Workplace Central empowers teams to easily assign spaces and employees to neighborhoods and relate them to their department, cost center, or group. Space fulfillment requests are also automated by allowing the workplace system to identify and provide a best possible seating option based on customized requirements.

**Workplace Service Delivery (WSD)**

Enable the hybrid workplace with digital experiences for employees and provide modern management for facilities and real estate teams.

- **Health and Safety**, support employee health and workplace safety
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests
- **Workplace Indoor Mapping**, create and manage maps, view services, available spaces and navigate the workplace
- **Workplace Visitor Management**, register guests and off-site employees, manage daily visitor registrations and communications
- **Workplace Case Management**, standardize the 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
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation
- **Workplace Maintenance Management**, create, manage, and automate maintenance plans from a central workspace
- **Workplace Lease Administration**, track various workplace lease contracts and spaces, workplace assets, services that are part of the contract

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.