Enable a hybrid workplace

To meet employee expectations and needs, organizations are shifting their focus for how to provide modern digital experiences to support flexible working models and new dynamic workplaces. Expectations around where and how work gets done has changed. With the evolution, businesses are now learning how they can solve everyday problems with modern technology, in turn setting up employees and the workplace for success in the new ways of working.

With ServiceNow, reimagine the employee and workplace experience with workflows that help streamline service requests, workplace reservations, wayfinding and more. With actionable insights, equip future of work teams to make strategic decisions around space purpose and utilization, boost employee engagement and productivity, and attract talent into a new workplace built with intention for collaboration once more.

Provide a digital command center for intentional hybrid work at scale

Keeping our employees engaged and productive is more challenging than ever before. As your organization strategizes intentional hybrid work arrangements, employees will rely on timely communications to ensure they’re up to date on workplace guidelines and have access to relevant knowledge or information. Yet, in current circumstances, navigating through a sprawl of legacy sites and enterprise tools continues to make it difficult for employees to find the latest and most relevant communications. With barriers to submit requests, siloed access to information, and inconsistent experiences, employees end up wasting valuable time and encounter frustration outside of their core job responsibilities.

Make work from anywhere, work for everyone with ServiceNow® Employee Center. With Employee Center, a unified self-service portal, provide fewer barriers to work, so work can flow more naturally across the enterprise. Access knowledge articles on workplace policies, reserve a workspace or a meeting room for collaboration, and connect your workforce across other teams such as IT, Legal, HR, or Workplace Services. With streamlined content publishing and a structured knowledge base, the right teams can remain informed, connected, and accountable. Enterprises with multiple locations and geographies can also target specific communications to ensure employees only receive relevant information related to their designated locations.

Empower hybrid work

- Workplace Service Delivery for a modern workplace experience
- HR Service Delivery to boost productivity and engagement
- Virtual Agent to self-service information from any channel
- Now Platform to unlock insights and automate tasks with ML

Customer Challenges

- Supporting hybrid work with disparate tools and manual processes
- Employees lack self-service experiences that encourage collaboration in the workplace
- No visibility into space utilization, impacting potential workplace optimization opportunities

Business Outcomes

- Yarra Valley Water delivers a unified employee experience
- Distell safely returns 1,2K+ employees to the workplace
- Coca-Cola Europacific Partners centralizes critical information
Provide reservations and services supporting the workplace experience

As teams join onsite, it will be important they are able to seamlessly find their way indoors and access any workspace services and amenities. ServiceNow® Workplace Service Delivery empowers employees with a suite of solutions that include the ability to search, reserve, and check-in for any workspace using native mobile. In support of team collaboration, employees can make reservations near colleagues and book similar spaces across multiple buildings in the event of a distributed team. Service requests such as catering or room configurations can be added to reservations, along with conferencing tools like Zoom or Teams for seamless hybrid work.

Using mobile wayfinding, employees can access workplace mapping experiences to get directions to and from points of interest like meeting rooms, amenities and one another. ServiceNow equips workplace teams with a self-service Map Studio to create and modify indoor maps in real-time, import floor plans, and manage content shaping workplace mapping experiences.

Provide visibility into utilization to better manage workspaces and moves

ServiceNow empowers businesses by providing facilities and real estate teams responsible for shaping the future of work with the ability to measure, manage and visualize insights around space utilization in the workplace. With the necessary data to plan and create optimal working environments for employees, these teams can assess what kind of space they need (or don’t need) now and into the future.

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. Using key utilization insights, plan and create optimal working environments with ServiceNow, supporting hybrid work at scale for the enterprise.

At no other time in history have we had this much opportunity to reinvent work – and make it stick.

Graham Waller
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Gartner Reimagine HR Conference

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