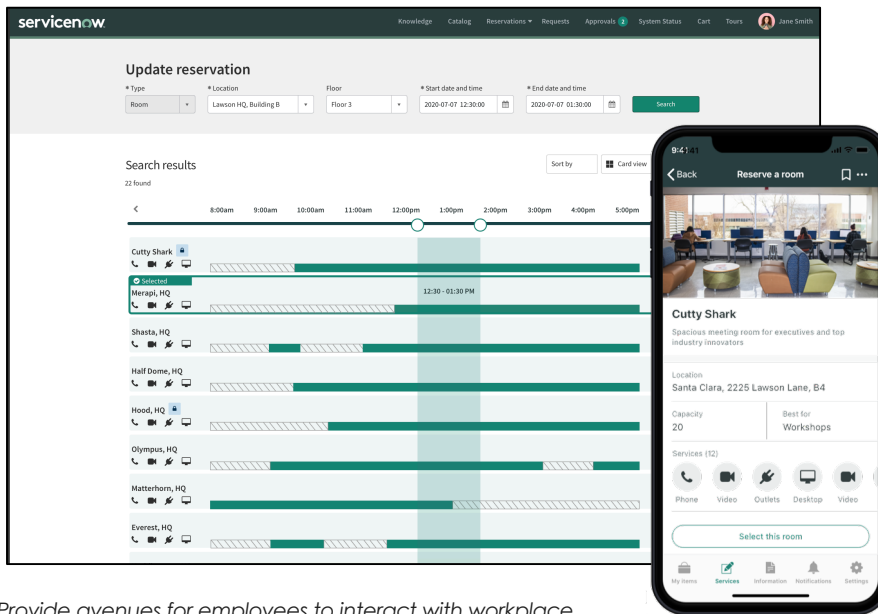


ServiceNow® Workplace Service Delivery

Modernized digital services for the evolving workplace

Today, businesses are trying to adapt 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 our 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. These every day work tasks and moments have been too hard, cumbersome and time-consuming. As an extension of the Employee Workflows portfolio, ServiceNow® Workplace Service Delivery was designed to deliver a digital experience for employees to interact with the services their workplace offers – all from the palm of their hand.



Provide avenues for employees to interact with workplace services and quickly reserve rooms, equipment and catering from any device

Increase productivity with interactive booking and reservations

Workplace Reservation Management allows employees to book and reserve any physical workplace environment from an omnichannel self-service interface. Users can reserve a desk, office, equipment or parking space for a day or week, or even book a conference room for a team meeting based on availability from a graphical Gantt chart view while also specifying table setup and technical requirements.

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 and walkups. Case Management allows them to standardize the process, interaction, and fulfillment of employee inquiries and requests while having the visibility into the quantity, quality and type of cases coming into their teams for continual service improvement.

Key Benefits

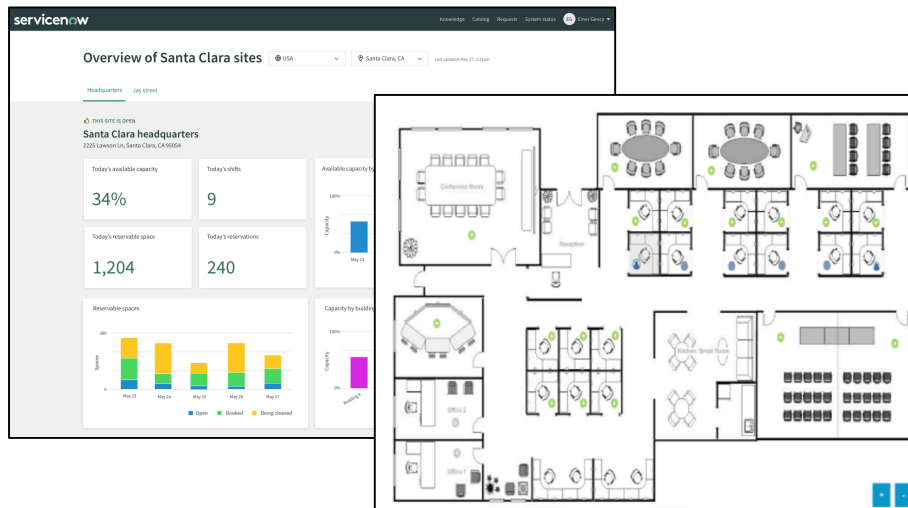
- Gain the full value of the ServiceNow® platform with a fully integrated Workplace Service Delivery suite
- Quickly reserve rooms, equipment, catering and more from any device
- Enable workplace teams to provide timely help to employees with case management
- Optimize floor space, meeting room usage,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



**Employee
Workflows**

Plan and optimize workspaces for the evolving workplace

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



Leverage space utilization tools to optimize floor spaces with reporting insights to measure workplace utilization and optimization

Make better decisions and answer questions on the spot

Workplace Reporting and Dashboards provides the workplace services team a real-time view of service demands, key performance indicators, along with trends over time to help them make adjustments in service delivery and 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 based on rapidly changing business demands. Companies can plan and implement a phased return to company workplaces, starting with careful trials for critical workers and eventually opening workplaces up more broadly as conditions improve.

Employees will be able to reserve desks, offices and parking spaces, leaving ample space for physical distancing. Working closely with IT, HR, risk and legal departments, workplace services leaders will be able to communicate easily with employees, automatically kickoff workplace maintenance and cleaning workflows, quickly respond to safety concerns and optimize real estate spending over time by monitoring usage – from a desktop or mobile device.

Workplace Service Delivery suite

The Workplace Service Delivery suite provides a set of applications to help deliver a digital experience for employees to interact with the services the workplace offers.

- **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 Management**, improve floor space and meeting room usage and assign cleaning maintenance tasks
- **Workplace Reporting and Dashboards**, provide real-time metrics and key performance indicators including space utilization and service trends over time