

# Enable a hybrid workplace

The way in which employees work is rapidly changing, forcing organizations to support new working models and adopt flexible workplace strategies.

With ServiceNow, you can deliver on every phase of your distributed workplace strategy by supporting your hybrid workforce with a digital workplace experiences, proactive communications, automated health verification processes and workplace utilization metrics.

## Establish and communicate flexible working guidelines

As you strategize your flexible workplace strategy, employees will rely on timely communications to ensure they're up to date on workplace guidelines. Yet, navigating through a sprawl of legacy sites and enterprise tools make it difficult to find the latest and most relevant communications.

With ServiceNow® Employee Center, a unified employee self-service portal, employees receive and understand relevant working policies. With streamlined content publishing and a structured knowledge base, leadership can easily target workplace guidelines and gauge readiness, so the right teams are 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 local workplace guidelines.

## Support workspace arrival and safety protocols

Support your workforce and streamline workplace safety controls with consistent, digital employee experiences. Prior to workplace arrival, seamlessly track health and vaccination status to maintain a safe and efficient working environment for your workforce and visitors. Employees can securely access their personal health status and pre-arrival processes on their mobile device or through a kiosk to self-service required protocols. With integrated visitor management and workplace safety processes, organizations can easily verify compliance requirements and provide required PPE to upkeep safety regulations.

With automated escalation workflows in place, employees can self-report a safety issue which initiates rapid-response teams to immediately act with integrated contact tracing workflows to help mitigate further risk and exposure.



## Empower hybrid work

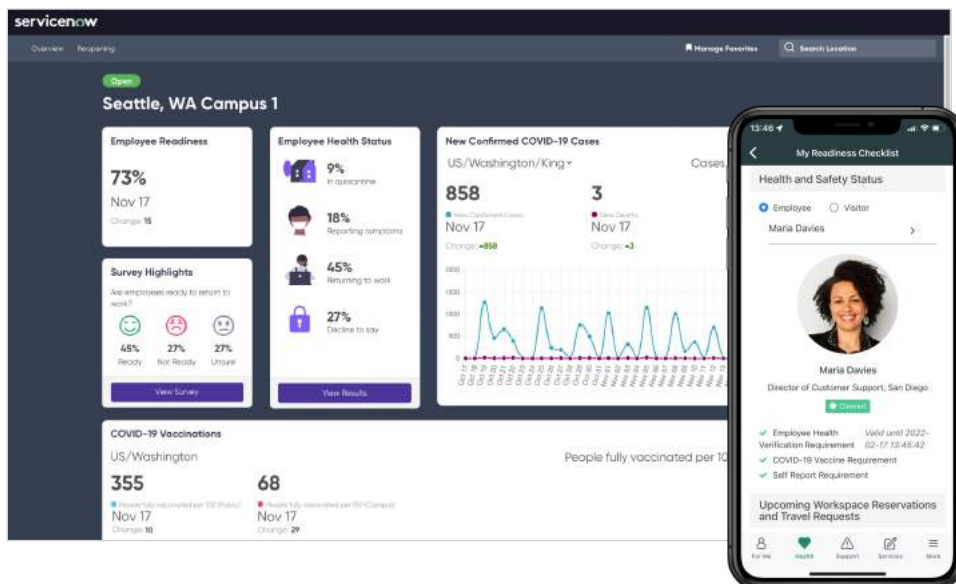
- **Workplace Service Delivery** for a unified workplace experience
- **Safe Workplace** to manage a safe and efficient workplace
- **HR Service Delivery** to boost productivity and engagement
- **Virtual Agent** to self-service information from any channel
- **Now Platform** to unlock insights and automate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

## Customer Challenges

- Challenge to support hybrid work with disparate tools and manual processes
- Employees lack self-service experiences for the workplace and their safety
- No visibility into workspace utilization, impacting space and real-estate optimization

## Business Outcomes

- [ENMAX drives 1.4.5K health screenings for the workplace](#)
- [Distell safely returns 1.2K+ employees to the workplace](#)
- [Coca-Cola Europacific Partners centralizes critical information](#)

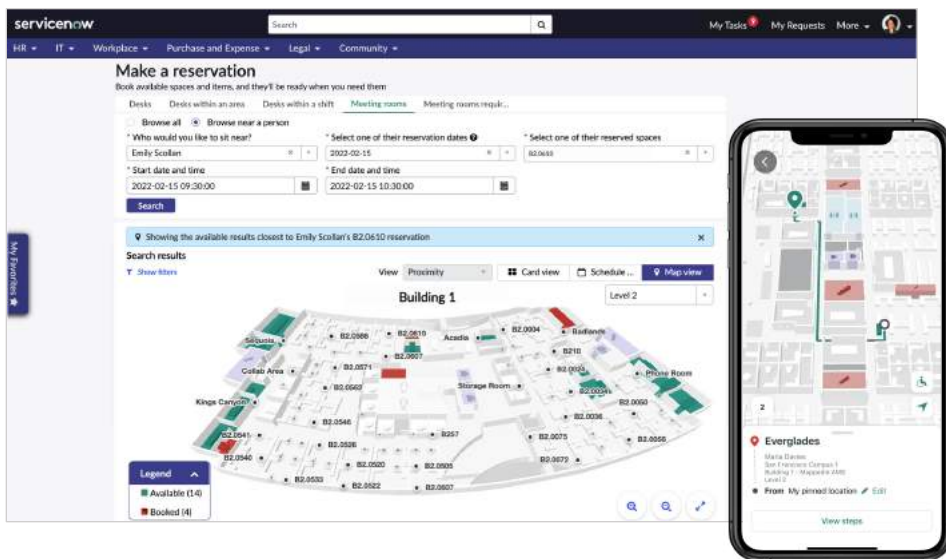


## Provide workplace reservations and services supporting team collaboration

New working models and workplace transitions can feel stressful and overwhelming for employees. With ServiceNow® Workplace Service Delivery, provides a digital experience that seamlessly automates every workplace service.

From reserving a shared workspace, finding directions, to self-servicing additional workspace requests, employees enjoy a universal workplace experience with ServiceNow. A remote worker returning to her local branch can easily search, reserve, modify and check-in to role or team based workspaces based on availability or co-worker proximity directly from interactive floor maps. Upon arrival to the workspace, employees can request additional services like a monitor adjustment or a new chair directly from a simple mobile interface.

Furthermore, enable workplace teams to manage their service interactions with employees from one place, without relying on manual tools like email, phone, or walk-ups. Standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise while having visibility into incoming case quantity and type.



## Provide visibility into space utilization to better manage workspaces and moves

As workplace guidelines and policies evolve, optimize your workspace utilization with real-time data and insights. Adjust workplace layouts to minimize real estate spend where possible to adapt to your hybrid workplace requirements. As shared and collaborative spaces rise in popularity alongside flexible work arrangements, ServiceNow® Workplace Service Delivery enables your teams to define neighborhoods and layouts where employees can self-service reservations. Detailed visibility into space utilization metrics can help teams project future space needs and continually improve the design and utilization of workspaces.

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Visit ServiceNow to [learn more](#).



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

Graham Waller  
**VP Analyst, Gartner**

Gartner Reimagine HR Conference 2021

