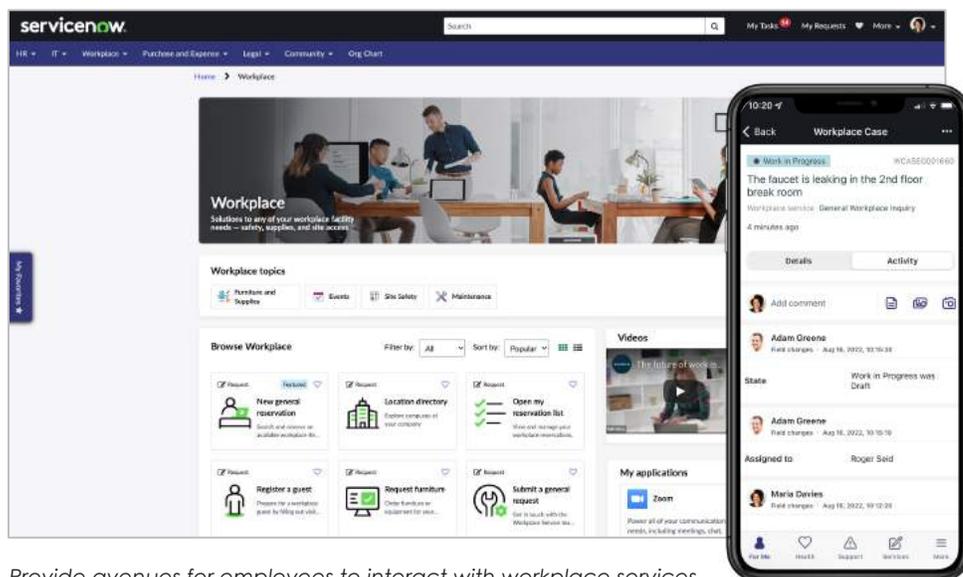


ServiceNow® Workplace Service Delivery

Provide modern digital experiences for employees and workplace teams

Organizations have embraced digital transformation to support their employees and workplaces – regardless of where and how work gets done. Businesses are focused on digitizing processes and providing their employees with purpose-built solutions. With the macroenvironmental shifts, businesses are also focused on driving greater operating efficiencies, cutting costs and driving meaningful analysis of space utilization.

As an extension of the Employee Workflows portfolio, ServiceNow® Workplace Service Delivery (WSD) was designed to deliver seamless digital experiences, enabling workplace insights for strategic decisions and great experiences for employees. With the power of WSD, provide an omni-channel experience to create any workplace reservation, register visitors, navigate the workplace, submit service requests, and optimize the use of space.



Provide avenues for employees to interact with workplace services for reservations, requests, registering visitors, wayfinding – and more

Increase productivity and simplify reservations with self-service

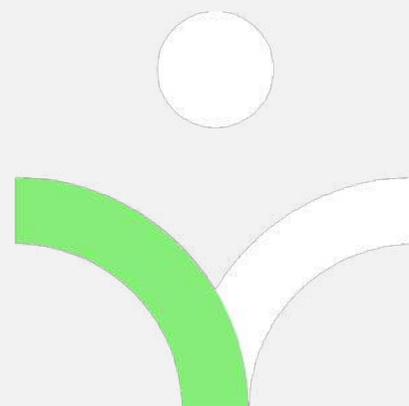
ServiceNow® Workplace Reservation Management allows employees to search, reserve and check-in for any workspace using map, card or schedule views. To collaborate, employees can reserve near their colleagues based on proximity, secure multi-location conference rooms for distributed team meetings, add service requests such as catering and room configurations, and reserve similar spaces across multiple buildings within one reservation. To foster connectivity, employees can share reservation itineraries and add attendees or register visitors within the reservation process.

Deliver a world-class service delivery experience for the workplace

ServiceNow® Workplace Case Management enables workplace service teams to manage employee service requests in the workplace. It eliminates generic, time consuming tools like email, phone calls or walk-ups. Workplace teams can standardize the process, interaction and fulfillment of service requests – such as room configurations, catering, room equipment – or even transfer cases to other departments across the enterprise.

Key Benefits

- Gain the full value of the ServiceNow® platform with Workplace Service Delivery including Safe Workplace Suite
- Provide employees with mobile enabled solution to enable hybrid work with modern digital workplace services
- Quickly reserve workspaces and meeting rooms near colleagues or across multiple locations
- Guide employees and visitors around workplace locations using navigation and mobile wayfinding capabilities
- Effectively plan and manage the use of space and provide meaningful data analysis of utilization and historical and future needs
- Prepare an employee ready working environment by connecting employees and workplace service teams
- Enable workplace teams to provide timely, efficient help for service requests with workplace case and knowledge articles

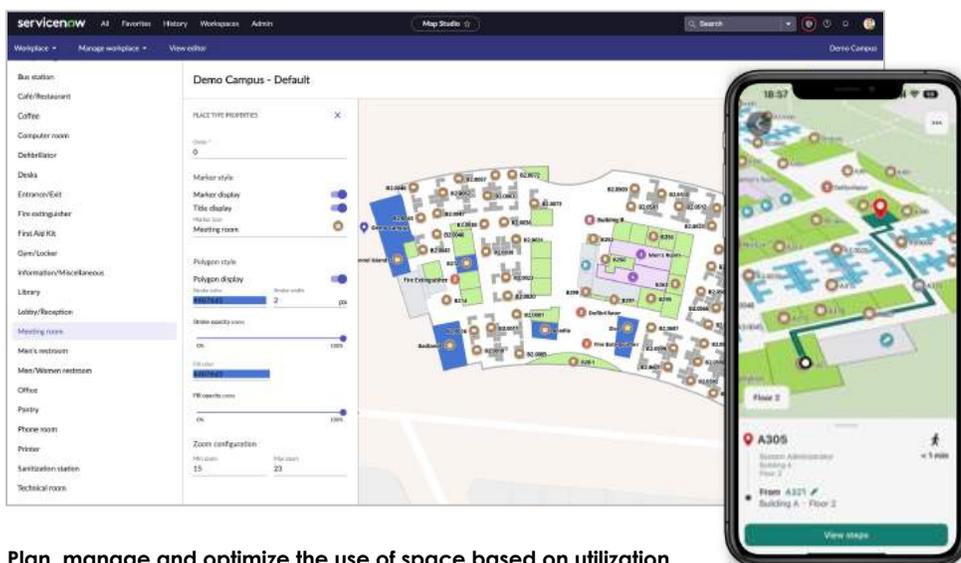


Create and manage indoor mapping experiences

ServiceNow® Workplace Indoor Mapping provides a native mapping experience that is included in the Workplace Service Delivery solution, featuring directions, wayfinding, and reservations. Like many enterprises redefining their workplace, the ability for workplace managers to access a self-service studio to create and manage indoor maps saves time and frustration associated with out of date floor maps. Employees are able to use published mapping experiences to create reservations near colleagues, report issues to service teams, set spaces as favorites, and get directions to and from points of interest.

Welcome guests with a seamless check-in process

ServiceNow® Workplace Visitor Management allows employees to easily register guests, manage secure check-in procedures, and facilitate any workplace entry requirements. Approvals are then generated to initiate building access, automate communications, health surveys, badge printing, Wi-Fi and any other tasks for their scheduled arrival.



Plan, manage and optimize the use of space based on utilization

ServiceNow® Workplace Space Management provides the resources and visibility to measure, visualize, define, and maintain space lifecycles to plan for future, makeshift spaces and changes to existing locations. Workplace teams can control utilization of spaces based on space status and analyze capacity trends over time for better planning. Take further action on collected insights by visualizing how spaces are stacked in a building via stack plan and floor map views, and create what-if scenarios to plan and deploy new space solutions.

Provide a safe, employee-ready working environment

ServiceNow® Safe Workplace Suite allows businesses to maintain a safe, employee-ready working environment. Support any current or future changing regulations, report vaccination and employee health statuses, track employee office entry results from a central dashboard, and keep the workplace running safe and smoothly.

Enable a hybrid workplace with Workplace Service Delivery

Prioritize the digital transformation of the workplace and its services, where employees are easily able to interact with workplace teams and self-service any request using modern experiences. Empower workplace teams and space planners to create engaging workplace experiences and effectively manage and optimize operations and space based on internal utilization data and opportunities for enhancements.

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