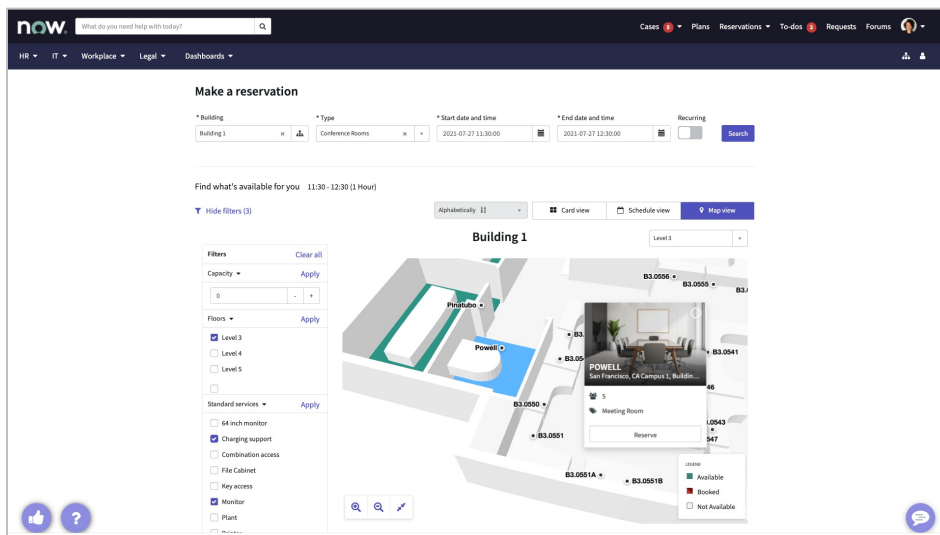


# ServiceNow® Workplace Space Mapping

Navigate workplace locations using digital floor maps

How will businesses manage the design of the workplace once employees have returned to the office? How will employees navigate newly configured workspaces? Many employees returning to an office may be unfamiliar with new office layouts, while others who were hired during the pandemic have never set foot in the office. The ability to maintain accurate floor maps across workplaces will be an important component to maintaining a productive workplace that is both hybrid and distributed. Companies will need to continue to automate complex workflows to boost productivity and provide efficient, stress-free employee workplace experiences.

In an increasingly distributed work environment, simple and flexible solutions to find services, workspaces, amenities and navigate around facilities locations will help employees and workplace teams focus their time on what they do best, not where or how to get to there.



Locate workspaces and amenities, find and reserve conference rooms or desks near teams, and navigate the workplace with ease using digital floor maps

ServiceNow® Workplace Space Mapping allows employees and visitors to get directions, navigate through workplace locations and create reservations using an intuitive color legend. For enterprises planning their safe return to work strategy, establish safe distancing floor plans for workspace reservations, provide safely guided mapping experiences for employees and visitors joining you on premises, and locate employees on the floor map.

Eliminate manual and time-consuming tasks for workplace managers with the ability to edit floor plans digitally and publish changes to wayfinding and mapping experiences in real-time across workplace locations. Location-based features on the floor map will allow employees to report workplace issues for a specific space and notify the facilities team. Use maps to view facilities and filter by details such as space purpose, capacity, location, layout and services available, proving a meaningful employee experience in the workplace.

**Mappedin is the selected indoor mapping provider for ServiceNow® Workplace Service Delivery and requires a separate contract at this time.**

## Workplace Service Delivery Suite

Provide modern digital experiences for employees to interact with the workplace, supporting the hybrid workforce and workplace teams.

- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests like catering or room configurations
- **Workplace Space Mapping**, create reservations, view facilities and navigate the workplace using a map view (requires 3rd party license agreement with Mappedin)
- **Workplace Space Management**, measure workspaces, assign cost centers, control capacity, and track utilization to optimize real estate spend
- **Workplace Visitor Management**, easily register guests and off-site employees, manage daily visitor registrations, and automate communications for arrivals
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation
- **Safe Workplace Suite**, access applications to assess employee and workplace readiness and align safety plans for opening