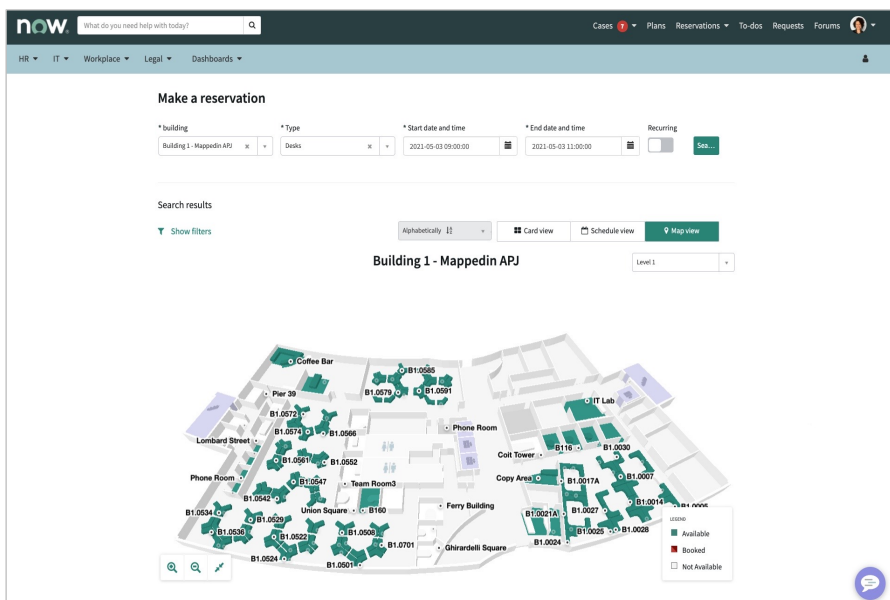


ServiceNow® Workplace Space Mapping

Navigate workplace locations with interactive 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? How will facilities upkeep floor plans? With office layouts constantly shifting, the ability to maintain accurate digital floor maps across real estate and access the tools to keep them up to date will be a key component to providing efficient, stress-free employee, visitor and facilities 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.



Seamlessly navigate around workplace locations and reserve workspaces using an intuitive, interactive digital floor map

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 and provide safely guided mapping experiences for employees and visitors joining you on premises.

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.

Workplace Service Delivery Suite

The Workplace Service Delivery Suite provides digital experiences for employees to interact with workplace services and supports the new hybrid workforce.

- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise
- **Workplace Reservation Management**, view availability, self-service reservations and add services or requests such as catering from any device
- **Workplace Space Mapping**, provide an interactive floor map to view facilities, find people and get directions around workplace locations (requires additional 3rd party license agreement with Mappedin)
- **Workplace Space Management**, Measure, define and maintain space types to understand capacity and utilization by room, floor or workspace
- **Workplace Visitor Management**, easily register guests and off-site employees, manage their registrations and automate communications for arrival
- **Safe Workplace Suite**, access applications to assess employee and workplace readiness and align safety plans for opening
- **Workplace Reporting Dashboards**, display data from all Workplace Service Delivery applications for a complete view of trends and opportunities