Workplace Service Delivery: 30-day rollout

PLAT4MATION

Workplace Service Delivery

Companies are finally bringing employees back to the office. ServiceNow Workplace Service Delivery provides employees a simple interface for desk or room booking with greater insight into the specific type and location of space being reserved, as well as wayfinding to navigate the office. It provides facility managers the ability to manage spaces and track space utilization, which can help to assess overall space needs.
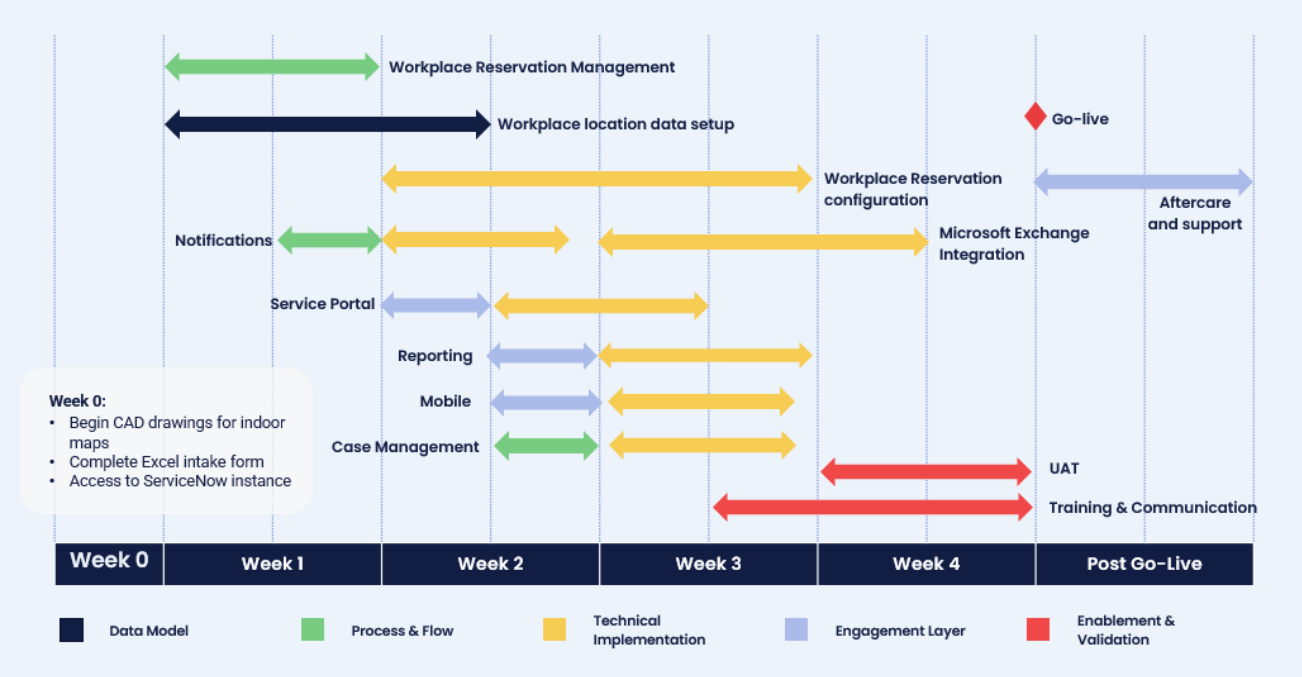
Reservation & Case Management Rollout (fixed price: $79,995)

We've developed a power pack to deliver WSD in 30 days*. This includes Reservation Management with (single-tenant) Exchange or Google calendar integration, Case Management, rollout, OCM and general setup. The timeline and fixed price applies for organizations using Exchange Online (an application and additional setup is required for Exchange On-Premise). As the original creators of digital workplace services, we have established methodologies and a library of reusable assets that allow us to implement this solution swiftly.

Indoor Mapping

A new, native feature included in the WSD suite! Indoor mapping can be initiated in the 30-day rollout. The fixed price for this offering covers the first 5 floorplans, which can be across multiple buildings. Depending on the # of floors & spaces that need to be mapped beyond the initial 5 floorplans, cost and duration of the overall project can vary. The fixed price assumes CAD files are provided in an importable format that meets these requirements. Manual creation of map files comes at an add'l cost (estimate budget ~$5K per floor, assuming each floor has 150-200 spaces).

Implementation Timeline

Week 0:
- Begin CAD drawings for indoor maps
- Complete Excel intake form
- Access to ServiceNow instance

Workplace Reservation Management
Workplace location data setup
Go-live
Workplace Reservation configuration
Aftercare and support
Notifications
Microsoft Exchange Integration
Service Portal
Reporting
Mobile
Case Management
UAT
Training & Communication

| Week 0 | Week 1 | Week 2 | Week 3 | Week 4 | Post Go-Live |

Legend:
- Data Model
- Process & Flow
- Technical Implementation
- Engagement Layer
- Enablement & Validation

*Pre-existing ServiceNow instance required for 30-day rollout. Depending on size of real estate footprint, completion of space mapping could extend beyond 30 days and cost can vary.

Getting started with Indoor Maps

ServiceNow has launched an indoor mapping solution included as part of the WSD Suite. This new feature enables organizations to digitize their workplace floor plans and opens many opportunities across the WSD suite in Reservation, Case and Move management. Having indoor maps helps employees with wayfinding, hoteling and reservations, and enables them to see exactly where and what type of space they're booking.
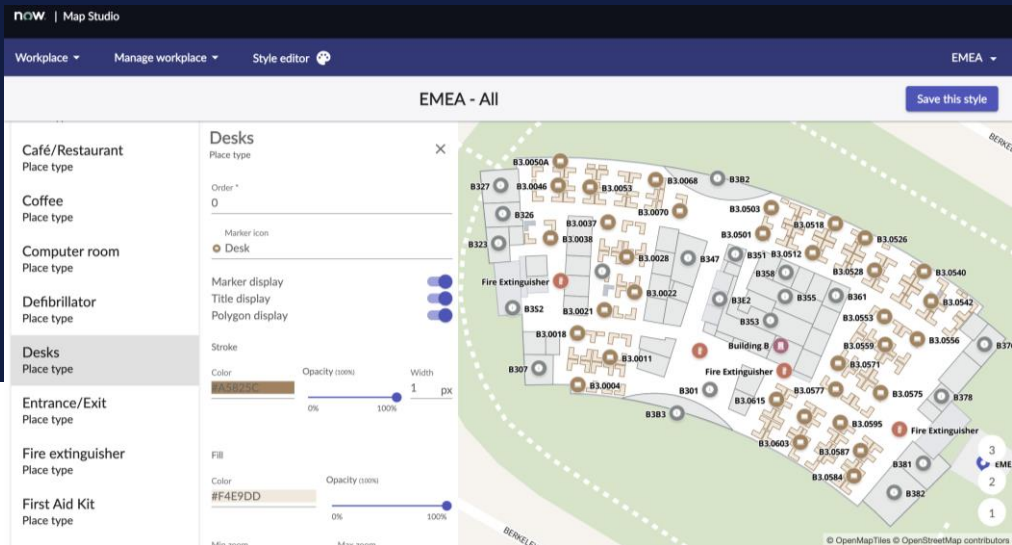
Indoor Mapping Setup

- Customer provides us with your indoor mapping files: a CAD file that meets these requirements, or, a PDF or raster (PNG/JPEG) file that meets these requirements
    - If the map files don't meet requirements, we upload and manually create the polygons in the map studio (estimate ~10 minutes per individual desk or room)
- We assemble a project plan with timeline and quote (based on # of floors and spaces)
- Our resources import and configure the map files into customer's ServiceNow instance
- Once CAD file is ready, estimate ~1-1.5 days to import, configure & add directions per floor
- Customer reviews/approves the configurations, and indoor maps are pushed to production!

Customer already using Mappedin?

If you're already using Mappedin, it's easy to switch. ServiceNow's new indoor mapping solution has no additional license costs beyond what a customer already pays for WSD. In addition, ServiceNow will continue to deliver new features and functionality on an ongoing basis, while Mappedin will no longer do so.

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We make work flow

Plat4mation is a global pure-play ServiceNow partner that makes work flow. Our goal is to boost workforce productivity and happiness by implementing solutions that provide great experiences and ensure work flows intelligently across and between organizations. Furthermore, we future-proof our solutions by enabling our customers to continually measure and improve performance.

Besides offering world-class ServiceNow Implementation and Managed Services, we provide thought leadership to strategically guide our customers to take full advantage of all ServiceNow capabilities. Our award-winning ServiceNow Application Development Services ensure we can transform any business need into a powerful digital business application.