

ServiceNow Facilities Service Automation

Benefits

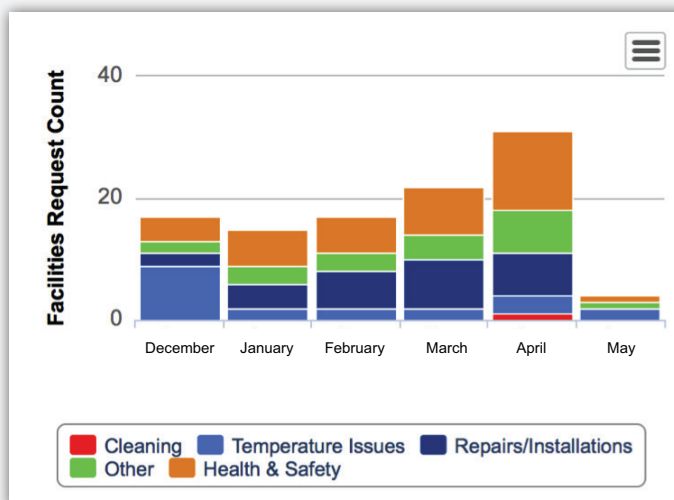
- Increase Productivity**
 Speed service delivery and flow of information with a self-service facilities portal that provides 24x7 access to facilities information and services on both desktop and mobile devices.
- Improve Insight and Decision Making**
 Leverage a single system of record to provide transparency into the performance of the facilities organization. Evaluate facilities resource utilization and the volume and types of service requests with easily customized reports and dashboards.
- Reduce Operational Costs**
 Do more with less by implementing automated and streamlined processes, optimizing resource allocation and maintenance cycles, and improving service levels and alignment with company priorities.

The Business Challenge

Many facilities management professionals use a combination of tools including email, spreadsheets, and homegrown software to manage the maintenance and operation of facilities and associated resources. Facilities requests are usually submitted and addressed via email and phone with little to no accountability or transparency into the work being requested and done. Typically, there is minimal ability to identify trends or bottlenecks in the workflow processes. These methods may have been sufficient when facilities management focused on tactical operations, but today's enterprise relies on facilities managers to help address corporate goals for sustainability, business continuity, operational efficiency, staff productivity, and cost control. In this environment, effective facilities management requires a service management system that frees the facilities manager from reactive, day-to-day operations and delivers the ability to understand, measure, and report on the performance of facilities services and its impact on the business.

The ServiceNow Solution

The ServiceNow® Facilities Service Automation application automates and consumerizes the request and delivery of facilities services with a self-service portal giving employees 24x7 access. Requests are automatically directed to a specific individual or group via customizable rules. These requests, or work orders, can be defined as an individual task or multiple tasks depending on the complexity of the service. Email notifications—both inbound and outbound—are set up for work orders and tasks within an order that alert a facilities specialist or team and keep the requestor updated on progress. Facilities specialists and management can run standard reports or create their own custom reports to establish and measure key performance indicators (KPIs), which are fundamental to understanding how resources are used, where costs can be saved, and where extra investment is warranted. For customers leveraging the ServiceNow Service Automation Platform to transform IT and other shared services, IT administrators are already familiar with the setup, configuration, and maintenance required to support the Facilities Service Automation application. That familiarity speeds implementation and significantly lowers the cost of ownership compared to standalone tools.



Facilities requests opened over the past six months by category

Facilities Storefront for the Business

Facilities Service Automation delivers a consistent end user experience with an online storefront that helps automate and modernize the request and delivery of facilities services. The integrated knowledge base can be populated with facilities information including building infrastructure, maintenance services, badging services, security services, sustainability programs, safety services, mail services, office moves, and parking information. To log a request, an end user simply goes to the facilities portal where active requests are identified in floor plan visualizations. With this consolidated, self-service interface, users can easily report an issue or determine if someone else already has, track their requests, and receive notification of progress. Requests can be automatically assigned to a facilities specialist based on attributes like the request category and location. Through the same interface, a facilities specialist can view and update open requests and requests assigned to them. With the integrated knowledge base and automated workflow, the self-service facilities portal enables a more efficient workforce, reduces dependence on institutional knowledge, decreases the number of repetitive requests, and improves service quality.

Floor Plan Visualizations

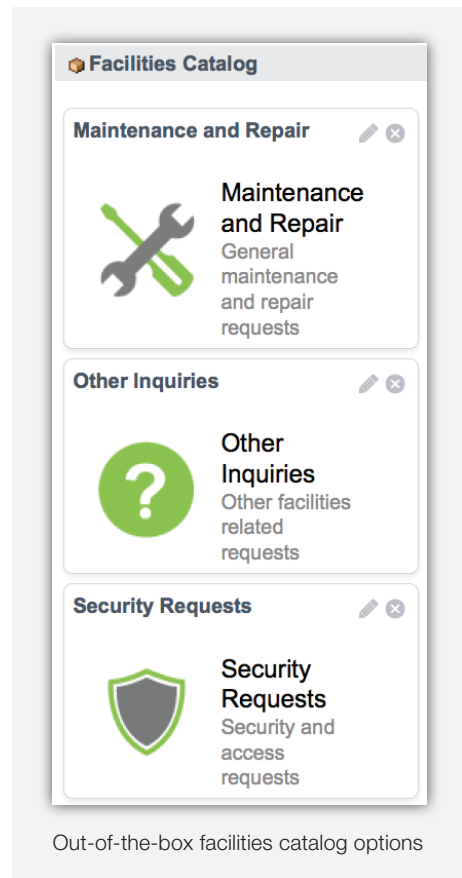
The floor plan view in the Facilities Service Automation application provides an intuitive interface to record, track, and monitor facilities requests. The facilities team quickly understands where a user encountered an issue, and users readily see if an issue has already been reported before they submit a request. Facilities administrators can easily create and edit records for buildings, floors, and rooms using existing floor plan images.

Reporting Engine and Custom Dashboards

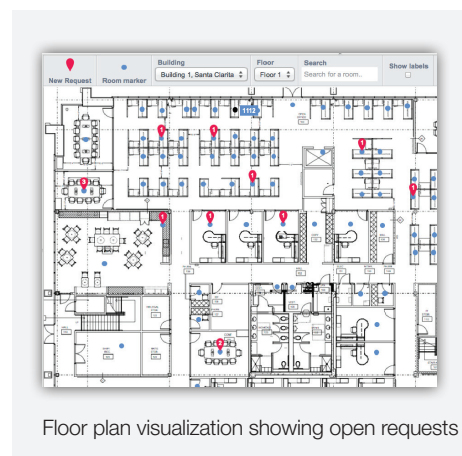
Reports and dashboards in the Facilities Service Automation application can be easily customized to meet specific user requirements. A simple and flexible reporting engine allows users to quickly generate and save reports directly from a list of records. Users can right click within any list to generate bar charts and pie charts for instant analysis. They can also define their own personal dashboards by simply dragging and dropping the gauges and reports they need to their homepage. This allows facilities managers to better understand the volume, types of services, and individual workloads being handled by the facilities organization —so resources can be optimized, opportunities for preventive maintenance can be identified, and facilities services and resources can be aligned with company priorities.

Single System of Record

The Facilities Service Automation application replaces legacy platforms and email or phone-based request systems with a single system of record. The consolidated, standardized, and automated workflow improves efficiency, accountability, and service quality throughout the enterprise. With a single view into facilities operations and services, facilities managers can track and report on KPIs, rapidly identify common and repeat issues, and deliver transparency into the performance of the facilities organization. One user interface, one code base, and one data model means that Facilities, IT, other shared services, and lines of business can all leverage one system to define and manage enterprise services. End users can access these services via a single, intuitive, self-service portal, and the enterprise improves efficiency, productivity, and economies of scale.



Out-of-the-box facilities catalog options



Floor plan visualization showing open requests

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