

ServiceNow and Steelcase Partner to Redefine the Future of Work in Munich

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In the heart of Munich, ServiceNow, a leader in cloud-based, AI-driven platforms, has unveiled a new office space that seamlessly integrates cutting-edge technology with innovative design. This space embodies ServiceNow's mission to make the world work better for everyone, demonstrating how the right environment can empower employees, clients, and partners in the hybrid world of work.

Visitors are greeted by a space that captures Munich's natural beauty and culture. "The design includes subtle nods to Munich's identity—textures inspired by historic facades, patterns drawn from local architecture, and flowing forms inspired by the Isar River," explains Laura Kummer, Partner at architectural firm Kinzo. The space reflects the serenity of the surrounding nature, accentuated by large windows that flood the space with natural light. All of these elements ground the space in its Bavarian context, adding a distinct sense of place and character.

"Biophilia integration, natural light, visual connection to the outside, ergonomic furniture, and choice of setting are all factors that enable people to do their best work while helping reduce stress and anxiety."

AIOFE CAHILL | Sr Manager, Global Design & Planning at ServiceNow

Sustainability is a cornerstone of the Munich office's design, extending beyond nature-inspired elements. ServiceNow prioritizes reducing their carbon footprint and promoting eco-friendly practices, maximizing energy efficiency through LED lighting, smart thermostats, and efficient HVAC systems. Motion-sensor lights conserve electricity, and a workplace utilities dashboard monitors and optimizes energy use, alerting the team before consumption exceeds set thresholds.

The office caters to individual and collaborative work styles, divided into "me" and "we" spaces. "Me" spaces, covering 20% of the office, feature bookable workstations, focus rooms, and private offices.

"The number of desks in the 'me' spaces is greatly reduced compared to pre-hybrid work. These spaces allow for flexibility to add desks in the future, allowing us to test while still planning, so that the spaces can work at their full capacity in different scenarios" says Nivedita Meher, Workplace Planner at ServiceNow.

"We" spaces make up 80% of the office, featuring conference, huddle, and project rooms; open and closed collaboration spaces; work cafes, event spaces, games rooms, wellness rooms, and customer-facing rooms. The interior uses colors to signify these different kinds of spaces: blue carpets for meeting rooms, yellow for informal collaboration areas, and dark gray for individual workspaces.

“Ultimately, our world of work for ServiceNow Munich borrows characteristics from various spaces that work for our people,” says Aoife. “Communal areas resemble coffee shops – music in the background, the smell of fresh espresso, and the buzz and movement of people coming in and out. The areas for focused work borrow characteristics from a library, with nooks of comfortable seating to pull your feet up into, great lighting, and very few distractions.”

“By implementing multiple space types, we have given choice back to the user.”

NIVEDITA MEHER | Workplace Planner at ServiceNow

“By implementing multiple space types, we have given choice back to the user – supporting individual needs, work styles, and personalities, be it through furniture options, movable AV screens, or just drawing a curtain to enclose a space,” adds Nivedita.

Advanced technology also plays a pivotal role, with state-of-the-art, cloud-based collaboration tools and video conferencing facilities. The Workplace Service Delivery app, for example, allows employees to book workspaces, locate colleagues, and organize team activities.

Recognizing evolving technology and workforce trends, ServiceNow has designed the Munich office to be flexible and future-proof.

“We will continue to add IoT devices and AI to create a smart office environment that anticipates employee needs.”

LEWIS BARKER | ServiceNow Director, Workplace Services EMEA and Global Workplace Strategy, Innovation & Transformation

“We really want to learn from our spaces so we can understand what works locally and ensure the space is supporting the business needs.”

Beyond serving as a hub for employees, the Munich office also enhances interactions with clients and partners. Their “Customer Innovation Spaces” are designated areas for customers to brainstorm and develop solutions with ServiceNow teams in a dedicated area.

“As a sales location, our relationships with our partners and customers are crucial.”

LEWIS BARKER

“As a sales location, our relationships with our partners and customers are crucial. Our customer innovation spaces showcase ServiceNow technology and embody our values, aiding collaboration and innovation, which are key pillars in our culture,” says Lewis.

By integrating diverse workspaces, state-of-the-art technology, and eco-friendly practices, ServiceNow addresses the current hybrid work model and anticipates future needs, making the Munich office a vibrant community hub fostering creativity, collaboration, and innovation.