

# Bring your work together

World class organizations are defined by how they unify employees to deliver what's important. With a constant need for innovation, workers need more fluid tools to manage their work and collaborate effectively. ServiceNow Collaborative Work Management (CWM) is the tool that teams need to succeed.

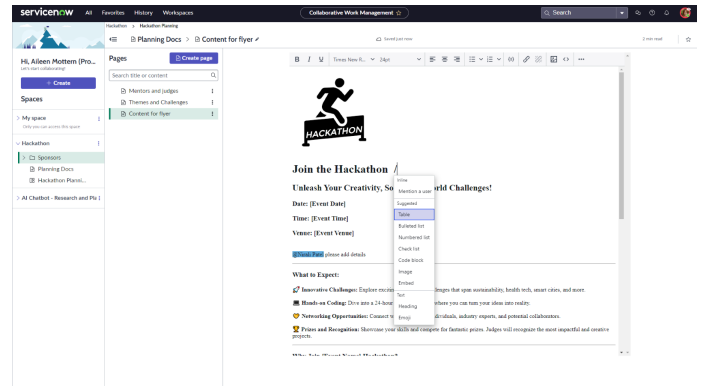
## Empower teams and simplify work

ServiceNow CWM is a central hub for knowledge workers to plan, visualize, and collaborate on work with their teams. CWM offers the following capabilities:

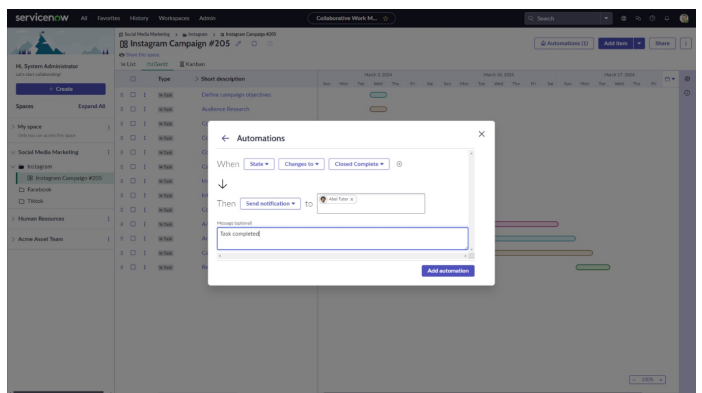
- **Spaces:** Spaces are where teams get together to get work done. Workers can create collaborative spaces for each of their cross-functional teams and initiatives. Team members can easily invite others to join collaborative spaces. Within spaces, teams create Boards and Docs.
- **Boards:** Boards are where teams organize their tasks. Teams have the flexibility to switch at any time between Kanban, Gantt, or list views. They can also configure custom columns and fields, without admin support, giving them the power to work the way they want.
- **Docs:** Docs are a shared notebook for anything from meeting notes to brainstorming activities. All users can work together in real-time to author rich-text documents, tag their coworkers, embed media, and, importantly, reference anything on the Now Platform.
- **Automations:** Automations that make teams more efficient. Using simple point-and-click, teams create their own workflows to eliminate manual work. This drives consistency and gives teams more time to focus on what matters.

## Connect the disconnected

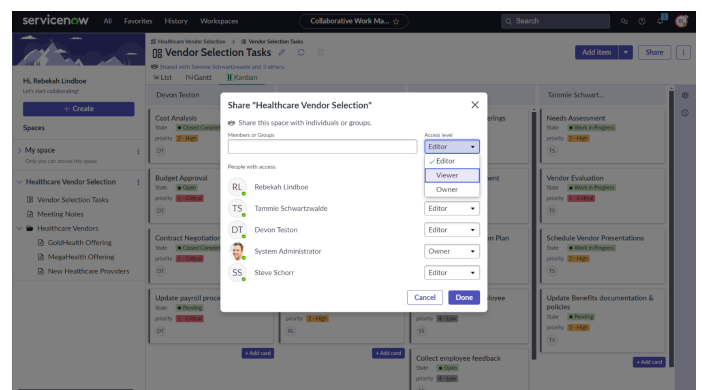
When organizations don't have a centralized work management tool or try to push all work into tools that are overly complex, teams move to their own more flexible and lightweight tools. When this happens, work is siloed and disconnected. The end result is a poor employee experience where work doesn't get done. The proliferation of tools also exposes organizations to increased cost and risk.



Collaborate together and turn ideas into action.



Optimize processes and ensure work gets done through simple automations.



Bring teams together to get more done.

## Align to strategy

While ServiceNow CWM is a powerful tool in itself, integration with ServiceNow Strategic Portfolio Management (SPM) unlocks more potential:

Work from CWM can be surfaced in SPM for prioritization, planning, and roadmapping. This leads to holistic planning across all enterprise work with one system from planning to execution.

Work in CWM can be aligned to strategic goals and objectives managed in SPM. Employees are more engaged when they understand why their work supports the organization's success.

Boards can be connected to project phases, offering increased visibility into the progress of work without relying on manual status updates or needing to switch tools.

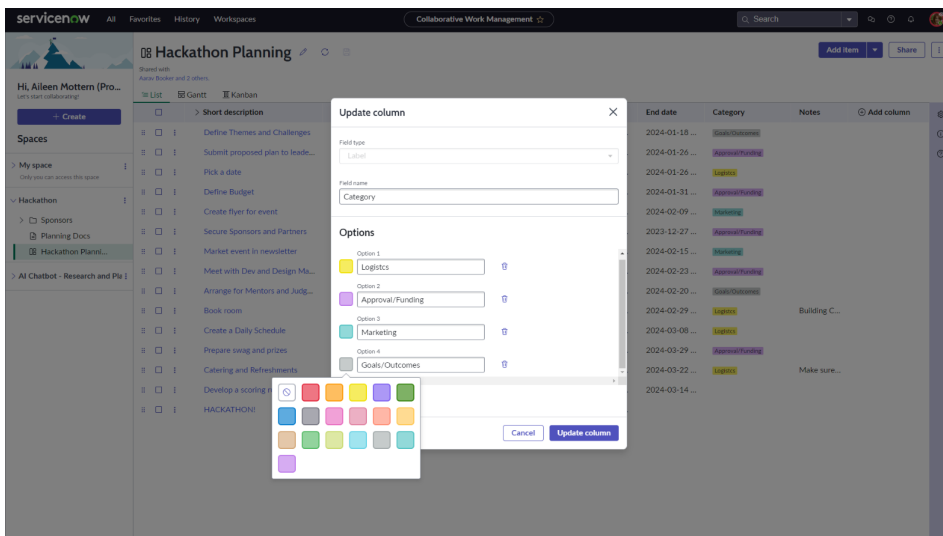
## The bottom line

ServiceNow Collaborative Work Management provides organizations with a single, secure solution for everyday work. CWM offers any team an intuitive, lightweight tool that enables them to create, plan, and collaborate successfully. This means increased employee satisfaction, improved productivity, and faster value delivery. That's the power of the Now Platform for team collaboration.

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*When you need to reassess your business strategy during uncertain times, remember that the key is to view collaboration not as a nice-to-have but as an indispensable asset on your growth journey.*

– Harvard Business Review (2024)



*A tool that adapts to your workflow, not the other way around.*