

Solution Provider Profile

UKG One View™

September 2023



Company At-a-Glance	
Name of Product/Offered	UKG One View™
Headquarters	Lowell, MA and Weston, FL
Timeline	UKG Acquisition 2023 Rebranded from Immedis 2023
Geographic Coverage	Global
Industries	All
Website	ukg.com/solutions/specialty-solutions/ukg-one-view

UKG One View™ Overview and Value Proposition

As strong believers in the power of culture and belonging as the secret to success, UKG champions great workplaces and builds lifelong partnerships with customers to show what's possible when businesses invest in their people.

Born from a historic merger that created one of the world's leading HCM cloud companies, [UKG's Life-Work Technology](#) approach to HR, payroll and workforce management solutions for all people helps more than 75,000 organizations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work.

In July 2023, following the acquisition of Immedis, a leading global payroll provider, UKG expanded its reach with the launch of UKG One View™, a multi-country payroll experience that modernizes and reimagines the traditionally fragmented, costly and cumbersome global payroll model.

Out of the gate, UKG One View™ is serving multi-national companies with headquarters in the U.S. and Canada. Initial industry focus includes manufacturing, services and distribution, and retail and hospitality.

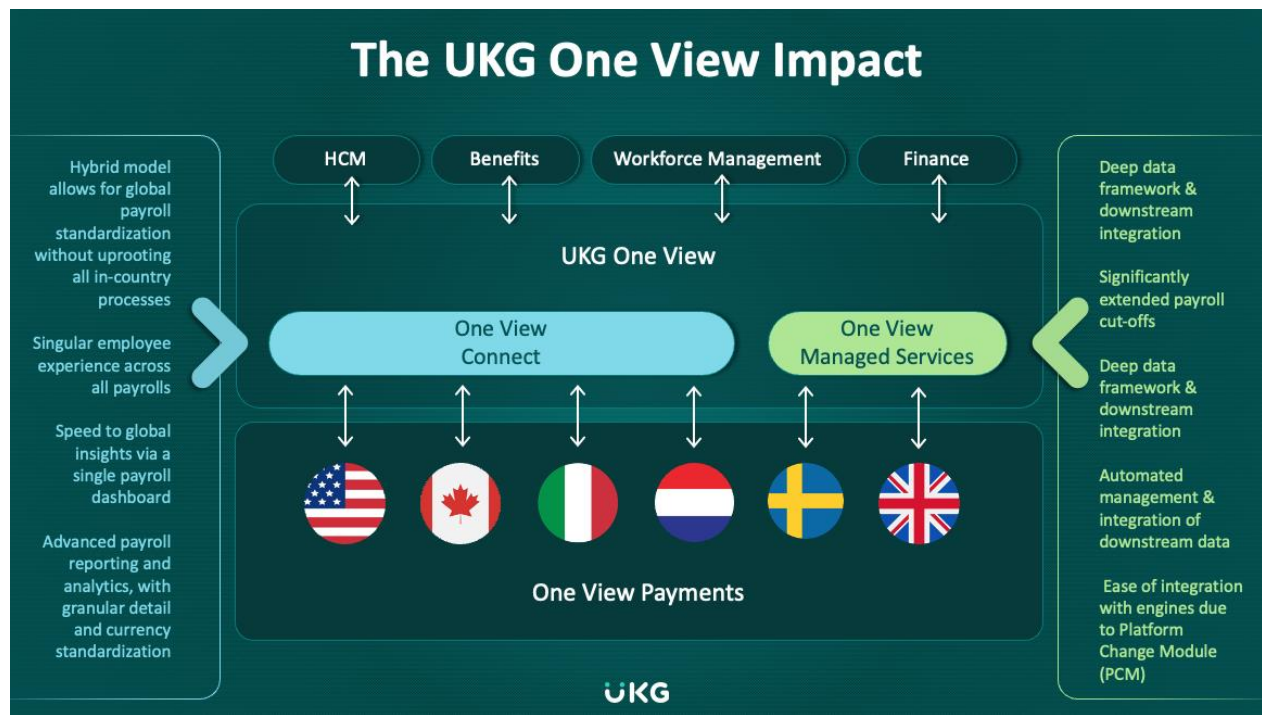
While traditional multi-country payroll systems are complex to manage, lack transparency, have compliance challenges, contain schedule-to-fund gaps and offer a generally poor employee

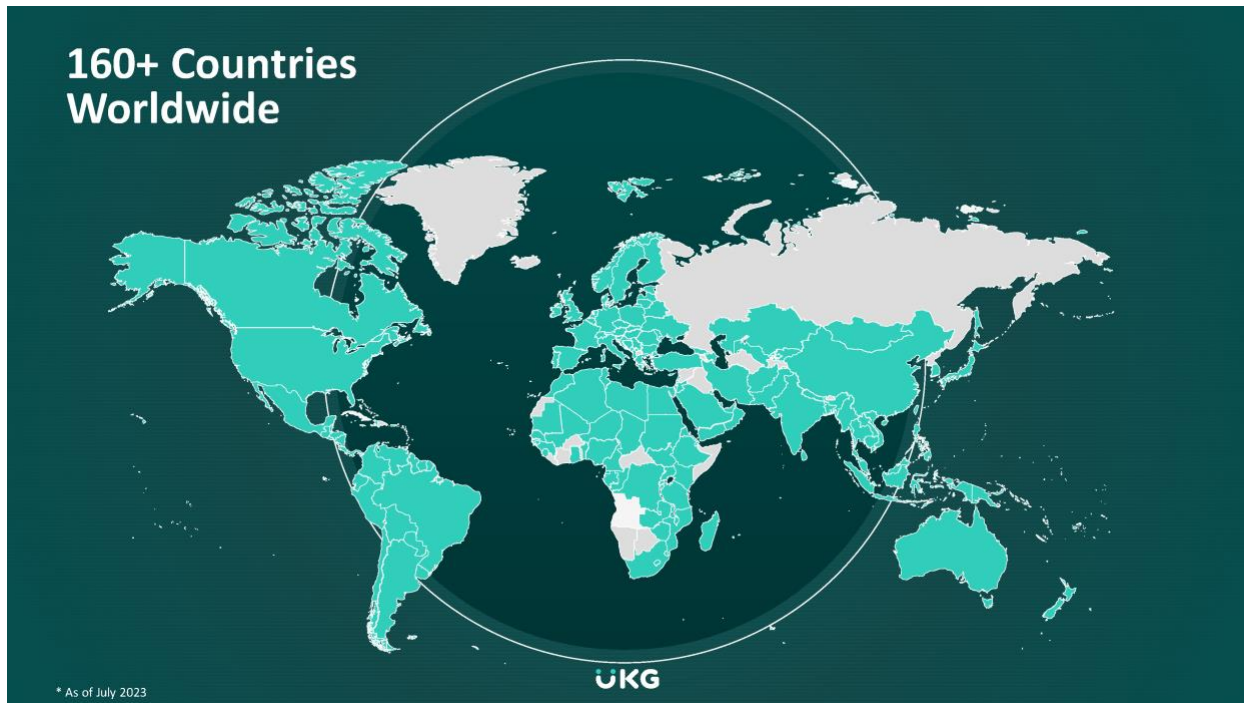
experience, UKG One View™ provides the payroll flexibility organizations have been searching for and a truly global experience at the same time.

UKG One View™ strongly differentiates UKG as a payroll technology leader by providing multinational customers with a:

- **Singular, AI-powered schedule to fund experience** that provides a real-time payroll view across all employees, regardless of country or local payroll provider, to identify needs, variances and important insights. Customers utilizing UKG Pro Workforce Management and UKG One View™ have access to a pre-built integration to seamlessly pass workforce management data to payroll.
- **Hybrid deployment model** that can be deployed in weeks, allowing customers to bring together various in-country payroll technology and services for immediate visibility, minimizing disruptions and accelerating time-to-value.
- **Uniform workflow control** in a single-pane view that creates one operational standard across countries, simplifying benchmarking and enhancing in-country provider accountability.

Consistent and user-friendly employee experience with an all-in-one intuitive application that supports 20+ languages across 160 countries, providing a globally compliant pay slip that inspires confidence that everyone is being paid fairly and accurately.





All screenshots provided by UKG

UKG One View™ is sold standalone as One View™ Connect, with additional services — Payment Services and/or Managed Services. It can also be sold with the [UKG Pro](#) suite and UKG Workforce Management.

UKG One View™ Connect

A technology platform that sits atop any country's payroll processing method and provides a "single pane of glass" multi-country payroll view on all global employees regardless of vendor.

- Provides real-time oversight and global visibility in a single dashboard.
- Employs a mix of payroll deployment models that can be deployed in weeks, with minimal interruption.
- Includes built-in legislative updates. This normalizes country-specific payroll requirements.
- Creates a consistent employee experience with a globally compliant pay slip.

UKG One View™ Managed Services

Provides fully managed services covering the end-to-end payroll cycle in over 160 countries worldwide. Delivers compliance and peace of mind from global to local levels.

- Provides qualified payroll professionals in whom UKG continually invests to maintain and build their capabilities.

- Geo-focused teams and experts are spread across regions.
- Features on-the-ground country-by-country payroll experts.

UKG One View™ Payments

Managed international money movement and employee funding across 160+ countries, ensuring operational efficiencies, compliance and real-time global payroll oversight.

- Uses a proven local payment network to deliver full amounts to each beneficiary.
- UKG books payments, initiates funding and automatically distributes local payments to employees, tax authorities and statutory third parties.

Traditional multi-country payroll providers cannot offer truly global payroll; they offer a collection of local payrolls bundled together. Through the innovations developed through the partnership between UKG and Immedis before and after the acquisition, UKG One View™ delivers the elusive capabilities multi-national organizations have been seeking:

- Optimal labor spend
- Global cash flow management
- Accurate and on-time pay delivery
- Business insights
- Consistent employee experience
- Reduction in total cost of delivery and services

Analysis by Brandon Hall Group™

Situational Analysis

Global payroll management remains a major challenge for most multinational companies. While technology has improved efficiency in some areas, complexities persist due to regulatory differences across countries, multiple languages and currencies, and a lack of standardized processes.

Challenges to the Business

A key pain point is consolidating payroll data from countries around the world into a unified system. This makes it difficult to get an accurate global view of the payroll and more complex to ensure compliance in each jurisdiction. Another key challenge is handling payroll tax calculations, which vary widely across different countries. Companies grapple with constantly changing regulations and exceptions. Keeping up with these complexities requires significant resources and manual processes.

Implications for the Business

The implications of poor global payroll management include financial penalties, reputational damage, employee turnover and reduced efficiency. To improve, businesses need to assess whether to build, buy or outsource payroll solutions. They should evaluate options to standardize and centralize global payroll processes.

Questions to be Answered by the Business

- Can a single human capital management system support all locations?
- How can we optimize workflows?
- What partners can help navigate local nuances?

UKG One View™ as the Answer

With its powerful move into the global payroll technology market, UKG once again illustrates that its “purpose is people.”

First and foremost, addressing the myriad challenges around multinational payroll dramatically improves employee experience. In fact, one can argue that facilitating payroll across geographies is the most important element. What can be more basic to an employee’s experience than being able to trust that their pay is calculated correctly and that there are no surprises no matter where in the world they work? If employees can’t trust their pay slips, how can they fully embrace any of the other experiences the company provides?

UKG’s vision is to transform the global payroll paradigm into a more efficient, technology-enabled multi-country payroll experience. But this move does even more than that. The single, unified system UKG has developed impacts the employee experience in myriad ways:

- **Consistent processes.** Standardizing payroll procedures across countries creates a more seamless and familiar experience for employees as they transfer to new global locations.
- **Accuracy.** By automating complex country-specific calculations, the UKG solution reduces payroll errors that can negatively impact employee perceptions.
- **Self-service access.** Employees gain self-service access to payroll details through employee and manager portals, increasing transparency.
- **Timeliness.** Automation also ensures payroll is processed promptly and correctly, improving satisfaction.
- **Communication.** The UKG system enables better communication of payroll policies, procedures, and updates across borders, setting consistent expectations.
- **Data integration.** Seamless integration with other HCM systems gives employees confidence in the accuracy of all their HR data.
- **Compliance.** Regular system updates by UKG’s tax experts ensure ongoing compliance, reducing any payroll-related legal issues that could concern employees.
- **Visibility.** Real-time payroll view across all employees, regardless of country or local payroll provider provides valuable information to guide global strategic decision-making.

When companies take steps to improve employee experience, increasing the usefulness of technology is usually not among the top priorities. A 2023 Brandon Hall Group™ study on employee experience showed that 40%-56% of companies invest in employee development programs, recognition and reward programs and launching or enhancing diversity, equity and inclusion efforts. Only 30% believe it is important to use innovative technology and tools to support employee productivity and efficiency to improve the employee experience.

This is where UKG shines. The company has long advocated for — and demonstrated with its own workforce — the importance of improving all aspects of organizational culture to enhance

the employee experience. With its continued investment in its current tech solutions and the huge move to launch UKG One View™, UKG also demonstrates the power of technology to address employee experience in even the most challenging of situations, including the labyrinth that is global payroll.

UKG One View™ also offers AI-driven payroll reporting and analytics that can shine a light on employee transaction costs and compensation planning, which is incredibly difficult across multiple countries without a single source of truth. The potential impact of UKG One View™ on employee experience as it evolves and expands is enormous.

Any company — large or small — that pays people in multiple countries should give UKG One View™ a serious look. It can dramatically improve payroll administration but also improve employee experience at its core.

- Claude Werder, Senior VP and Principal Analyst, Brandon Hall Group™

Contribution Team:

Michael Rochelle, Mike Cooke, Rachel Cooke, Pat Fitzgerald

About Brandon Hall Group™

With more than 10,000 clients globally and 30 years of delivering world-class research and advisory services, Brandon Hall Group™ is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

Professional Certifications

Self-paced certification programs. Virtual group sessions for companies. In-person conferences and summits.

Membership

Individual and Enterprise Membership Options: Includes research assets, advisory support, a client success plan and more.

Advisory Offerings

Custom Research Projects, including surveys, focus group interviews and Organization Needs Assessment for Transformation, Technology Selection and Strategy.

Excellence Awards

Three annual programs recognize the best organizations that have successfully deployed programs to achieve measurable results.

SOME WAYS
WE CAN HELP

ORGANIZATIONAL EXCELLENCE CERTIFICATION PROGRAM

recognizes world-class HCM programs that transform their organization and achieve breakthrough results. This designation is the next step beyond the HCM Excellence Awards, which focus on a single program, and looks at the department as a whole.

SMARTCHOICE® PREFERRED PROVIDER PROGRAM

uniquely places HCM service and technology companies at the top of organizations' consideration list of vendors. It adds an unmatched level of credibility based on BHG's twenty-eight-plus years of experience in evaluating and selecting the best solution providers for leading organizations around the world.