

Solution Provider Profile

UKG

May 2023



Company At-a-Glance	
Name of Product/Offered	Human Capital Management Software
Headquarters	Lowell, MA and Weston, FL
Year Founded	UKG Merger/Rebranding 2020 Ultimate Software 1990 Kronos 1997
Geographic Coverage	United States
Industries	All
Website	www.ukg.com

UKG OVERVIEW AND VALUE PROPOSITION

UKG's purpose is people. As strong believers in the power of culture and belonging as the secret to success, UKG champions great workplaces and build 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.

HCM and workforce management solutions that unlock happier outcomes

UKG builds lifelong partnerships with customers to show what's possible when businesses embrace their unique Life-work Technology™ approach as a critical part of investing in their people. And it starts by helping customers find the right solution today, for tomorrow, and beyond.

THE SUITES:

UKG Pro Suite

Powerful HCM for every life-work journey — From robust payroll, workforce management and talent to HR service delivery, and everything in between, UKG Pro® is the powerful HCM suite organizations need to drive truly people-focused results for Enterprise and mid-sized companies.

UKG Ready Suite

Flexible, seamless HR for smaller, leaner teams — Leverage the power of HR, talent, payroll and time in a single solution to deliver a modern, personalized experience that increases efficiency and simplifies compliance.

THE ESSENTIALS:

GREAT PLACE TO WORK

The industry-leading Great Place to Work certification is set to boost employee engagement and pride to drive retention, help you discover your culture strengths and opportunities, and provide access to benchmarks and behaviors to transform an organization — all while elevating a client's employer brand to attract top talent.

UKG Pro Workforce Management

Global workforce management for large organizations — Discover AI-powered workforce solutions with tailored industry experiences — built on an intelligent platform providing autonomy and operational insights that empower an organization's people. Workforce management's value is further extended when bundled with UKG Pro Payroll solution, delivered as UKG Pay & Time offering.

UKG Pro Payroll

UKG's robust payroll solution is flexible enough to support the complexities of running payroll operations while giving an organization's employees modern pay options and financial planning education to elevate their well-being, all across North America. Payroll's value is further extended when bundled with UKG Pro Workforce Management solution, delivered as UKG Pay & Time offering.

UKG HR Service Delivery

Impactful HR Service Delivery — Provide a better way for HR to support employee requests and their important life-work moments at scale, through HR digitization, process automation and service-level insights. The employee experience is further elevated when HR service delivery is tightly coupled with UKG Pro Workforce Management, making HR and HR-related information more accessible and in the employee's hands.

UKG Talk

UKG Talk, a collaboration and communication platform, can help an organization build a culture of belonging by communicating, connecting and giving their people a voice. **This is especially beneficial for building communities within frontline workforces.**

UKG InTouch DX Timeclocks

UKG's intentional design of hardware plus software, all reimagined for the modern workforce with a sleek and intuitive design for making employee self-service a truly empowering experience.

INDUSTRY SPECIALTY SOLUTIONS

UKG TeleStaff Cloud — for public safety

Optimize public safety staffing with automated rules-based scheduling and integrated communications. Gain the flexibility to schedule complex shifts while automating communications and adhering to necessary compliance rules — all in a single platform.

UKG Virtual Roster — for casino resorts

Enable departments across a casino resort to create and manage accurate, cost-effective workforce schedules. Address unique casino resort workforce challenges with advanced solutions that improve scheduling, communications, and operational efficiency.

UKG AutoTime — for government contractors

Simplify time tracking, attendance, labor management and DCAA audit compliance with UKG AutoTime — a comprehensive workforce management solution built for government contractors.

UKG Activities — for manufacturing

Transform manufacturing operations by defining activities to gain real-time visibility into work, identify and remove bottlenecks, and quickly reallocate and optimize critical labor resources to meet production deadlines.

UKG Task Management — for retail

Forecast, assign, and track an organization's employee work more efficiently with advanced tools and gain insights into workload with store audits.

UKG Banking Solutions — for financial institutions

Deliver the branch experience customers and members expect — conveniently, efficiently and cost-effectively. Discover innovative ways to balance service levels and costs to stay competitive and achieve better business outcomes.

UKG EZCall — for hospitals (ORs)

Designed to meet the scheduling needs of physicians, hospitalists, residents, advanced practice nurses (APNs) and clinical staff in highly dynamic procedural environments — to easily manage complex call and staff schedules, and daily OR/Procedural assignments.

UKG Clinical Scheduling Extensions — for healthcare

See how these add-on modules help guide shift-based staffing decisions and provide enhanced clinical functionality that quantifies workload intensity to enable equitable and safe distribution of workload through automated patient-to-staff assignment — increasing both patient and employee satisfaction.

Analysis by Brandon Hall Group

Situational Analysis

Organizations need a robust HCM technological ecosystem to improve the employee experience. HR teams ideally would like to find a single solution provider that can address all their needs.

Challenges to the Business

Many organizations struggle with improving their employee experience because of the many complexities and difficulties presented by the current work state. Further, as organizations look to potential requirements for the future of work, the chasm for improving the employee experience widens. Adding to the challenge is HR organizations are undergoing changes that often leave them with limited time and resources.

Implications for the Business

The implications to the business are evident. Organizations struggle with retaining top talent, which places them at a competitive disadvantage. This sustained struggle is directly impacting the top and bottom line.

Questions to be Answered by the Business

Organizations must turn to their HCM technology to address the growing challenges and implications to their business. HR teams need to improve the employee experience, retain great talent and lead the way for every employee to reach their full potential.

The key questions for the business are:

- What technologies are available?
- Is there a unified technological approach?
- Can technology improve the employee experience?

UKG as the Answer

UKG's goal is to have "businesses embrace their unique Life-work Technology™ approach as a critical part of investing in their people." UKG offers a cutting-edge unified HCM suite that creates a seamless and end-to-end technological environment that transforms the employee experience.

UKG's solutions offer human resources, talent, time and attendance, compliance, payroll, HR service delivery, scheduling and reporting analytics at the touch of a button. The end result is an innovative approach to addressing the unique journey of every employee and placing an organization in a position to effectively and efficiently support each journey. The centerpiece of the UKG platform is the ability to centralize and manage people data, develop deep insights about people and communicate important organizational information to the workforce.

The building blocks to a great employee experience mean organizations must do the following, and UKG is an industry-leading solution that can support each building block with innovation and creativity.

- Embrace diversity and foster an inclusive work environment by creating a culture of belonging and giving a voice to every employee.
- Address the needs of talent by actively engaging the workforce through a culture based on development and achieving success.
- Maximize workforce productivity by making smart and timely deployment and management decisions.
- Provide payroll accurately and consistently that creates financial well-being.
- Empower employees to self-manage their work/life journey by offering anywhere, anytime access and support to all their needs.
- Manage compliance in a proactive approach to address the implications of regulations for the business and each employee.
- Develop a data-driven, evidenced-based HR organization that can anticipate the developmental needs of every employee and set a path for success.

UKG helps clients achieve their goals by offering a combination of personalized service experience from their teams and an extensive network of partners. UKG's teams have industry-leading experience and expertise and can assist an organization with the most unique needs.

UKG embraces a partner-for-life philosophy with its clients. UKG firmly believes its success is inextricably tied to the success of its clients. To transform the employee experience of its clients, UKG knows the road to transformation requires an unbridled commitment to offering best-in-class products and services for the short and long term.

- Michael Rochelle, Chief Strategy Officer and Principal HCM Analyst, Brandon Hall Group

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.



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.