UKG

UKG for Contract Services

Deliver an outstanding customer experience that drives repeat business

Contract services organizations face increasing competition, high turnover, razor-thin margins, and mounting client expectations. That's why it's more important than ever to hire quality, reliable workers, deploy them effectively, keep them engaged, and optimize their performance to meet service level agreements, control costs, and earn high client satisfaction.

In your business, time really is money. Accurately accounting for all hours worked can make the difference between turning a profit and losing money on a contract. And when a worker is absent, identifying and deploying a best- fit, best-cost replacement — fast — is critical to avoid penalties and maintain strong client relationships.

UKG (Ultimate Kronos Group) for Contract Services provides the automated tools and real- time visibility you need to manage labor costs to budget, optimize worker performance, and better understand the cost of delivering service. In turn, you can bid more profitable business to clients and deliver the kind of service that keeps them coming back. With instant insight into worker time, attendance, and performance, you can boost productivity, minimize overtime, and make quick adjustments to meet customer agreements.

Hire and retain quality workers

UKG solutions enable you to source, screen, track, and hire the right employees with speed and efficiency for a strong competitive advantage. Automated workflows eliminate outdated paper processes, checklists guide you through required steps, and pre-integrated background screening tools let you hire with confidence.

Complete time and payroll automation helps you deliver perfect paychecks — every time — for higher engagement and retention. After all, nearly half of American workers will start a new job search after experiencing only two problems with their paycheck.1 Plus, accurate payroll accelerates customer invoicing for improved overall cash flow.

Key benefits

Get accurate costing for more profitable bids, satisfied customers, and repeat business

Hire qualified, reliable workers quickly and pay them accurately for time worked

Reduce time to invoice and increase billing accuracy for improved cash flow

Deploy best-fit, best-cost workers for the job and identify replacement workers quickly

Monitor performance of dispersed workers to meet service level agreements and protect razor-thin margins

Minimize compliance risk with automated attestation and enforcement of work and pay rules

Gain real-time visibility into your workforce — across all client locations — from a centralized solution

1 The Workforce Institute at UKG Incorporated, Payroll Problems May Undermine Employee Experience, Finds Workforce Institute at UKG Survey (June 6, 2017), found at https:// www.ukg.com/about-us/newsroom/payroll-problems-may-undermine-employee-experience-finds-workforce-institute.

See your workforce clearly — in time to react

Full visibility into labor costs and performance helps you make profitable bids to clients without compromising service. Real-time alerts notify managers when workers are approaching overtime thresholds, so they can make staffing changes to maintain profitability.
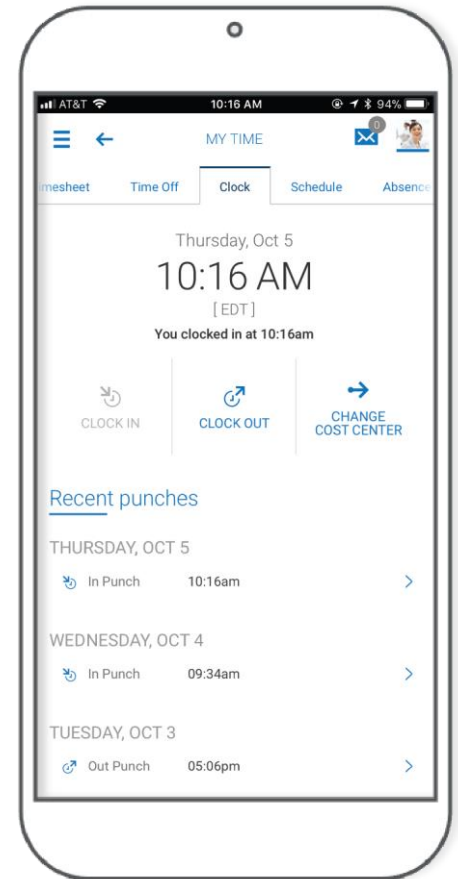
Mobile tools empower managers to respond quickly to employee requests and schedule changes. If an employee is a no-show or calls in sick at the last minute, real-time information helps field managers find a replacement who is qualified, available, close to the job, and below the overtime threshold to fill the gap. Instant access to planned leave and absences also helps ensure sufficient coverage to keep customers satisfied.

Geofencing lets workers who move across multiple locations punch in and out via GPS coordinates on a mobile device. Managers are notified of punches outside of defined work areas so they can make sure workers are where they should be.

Contain costs in a competitive marketplace

Minimizing the costs of unplanned absenteeism, tardiness, overtime, and idle time is key to delivering more profitable service. UKG for Contract Services helps you proactively manage labor to budgets by flagging and reducing unnecessary costs. And by simplifying deployment of best-fit, best-cost workers for each job, our solutions help improve profitability and customer service.

The largest benefit to our organization since we moved to UKG is the turnaround time in our billing. Additionally, we have actionable information for the first time ever. Now we can actually manage and track things like absences and tardiness. We can better plan how to utilize employees and those resources.

Scott McClish
Payroll Manager
SMS Holdings

Minimize compliance risk with accurate data

With a dispersed contract workforce that spends its days in various locations, it can be challenging to ensure workers are paid accurately for time worked. UKG for Contract Services automates employee attestation, helping you monitor actual time worked as well as required meal and rest breaks. As a result, you're better able to manage compliance with labor laws, rules, and regulations that affect how you deploy your contract workers.

Increase your competitive advantage — and your profits

UKG has helped contract services organizations across the globe gain visibility into their service labor costs and performance for better business outcomes. With UKG, your frontline managers and corporate decision makers have the tools and data they need to manage labor costs to budget, drive quality performance, and effectively deploy workers to meet customer expectations. What's more, our solutions help you understand the true cost of delivering services, so you can compete more profitably.

Put UKG for Contract Services to work for you:

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