



Plus Support delivers dedicated Technical Account Manager Gold *Plus* and Platinum *Plus* Support

The advantages of *Plus* Support

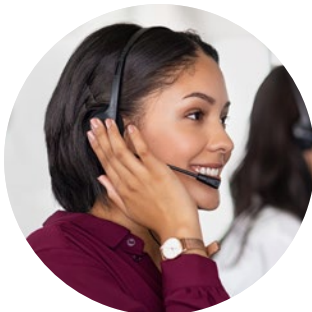
Your team can log support issues using the method you prefer:

- Email or call your TAM directly
- Log tickets via our UKG Kronos Community (Case Management)

Your TAM is notified of incoming support tickets as soon as they are logged into the UKG system.

Your team saves time by explaining a technical issue once:

- No need to work through different tiers of support teams
- Additional technical resources will be brought in to resolve the issue as needed
- Your TAM gets to know you and your business so they are one step ahead of the problem resolution process



Connect with us online
@UKG.com

Upgrade to Gold *Plus* or Platinum *Plus* and you'll receive the benefit of a Technical Account Manager (TAM) to help you get the most from your UKG™ solution.

The TAM is a senior-level technical resource assigned directly to your account, providing technical support expertise gained through years of experience supporting UKG products and working in the software industry.

They serve as your single point of contact for in-depth technical support expertise, coupled with a deep understanding of your business. Among the services they provide:

- Pretest software patches and service packs on our copy of your database
- Facilitate rapid case resolution to maximize system availability and efficient business operations
- Offer insight into support issues experienced by other UKG customers, helping you avoid the same situations
- Serve as your internal UKG advocate, representing your interests so that your unique needs are met
- Conduct regular status calls to review issues lists
- Work with your team to keep the UKG environment set for optimum efficiency

“My TAM is extremely knowledgeable and engages with me on any and all UKG issues that arise. They are pleasant and have the knowledge needed to dive into our application — find the issue, find the resolution, test, and deliver clear instructions to me on how to proceed with my users in a timely manner.”

UKG Customer

The payoff

With *Plus* Support, system issues are resolved promptly. Your UKG applications run at peak performance. Workforce management proceeds smoothly. And your employees stay productive and satisfied.

Plus Support can be purchased with the Gold or Platinum Support plans.

Features	Gold	Gold <i>Plus</i>	Platinum	Platinum <i>Plus</i>
TAM assigned	N	Y	N	Y
Software assurance — patches, service packs, upgrades, legislative updates	Y	Y	Y	Y
Unlimited case (incident) generation and management	Y	Y	Y	Y
Case escalation, resolution, and confirmation	Y	Y	Y	Y
Online access to UKG Kronos Community	Y	Y	Y	Y
Support coverage	8:00 a.m. – 8:00 p.m. local time	8:00 a.m. – 8:00 p.m. local time	24/7	24/7
Your contacts designated to work with your TAM		2		5

* TAM availability after normal business hours for emergency situations offered for an additional charge.

Frequently asked questions

Q: Is *Plus* service exclusive or does the TAM support other clients?

A: TAMs are dedicated resources for the customer, but not exclusive.

Q: How many customers does a TAM support?

A: A typical TAM supports five UKG customers.

Q: If I do not want to use UKG's standard remote access tool (GoToAssist), will the TAM use our preferred method for remote access to our system?

A: Yes, this is another feature of the *Plus* service. We support whatever method of remote access you require.

Q: Do I contact standard Global Support if my TAM is out?

A: No. Every *Plus* customer is assigned a backup TAM in addition to their primary TAM. Your backup TAM will be familiar with your environment and well positioned to assist during those times when your primary TAM is unavailable.



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