UKG

UKG Advisory Services

A Workforce Management Global Approach

Key benefits

- **Identify and address global risks** and challenges up front to reduce future deployment costs and minimize rework

- **Drive standardization** across global workforce strategies, processes, architectures, integrations, configurations, and educational materials

- **Develop a global framework** and strategic vision for timekeeping, forecasting, and scheduling to "future proof" your workforce management investment

- **Accelerate ROI** with standardized processes, a streamlined deployment and support model, and effective change management initiatives

- **Reduce TCO** through centralized governance, simplified deployment, management, and support, and lower administrative costs across all geographies

Drive standardization across your global workforce management environment

Global workforce management is a complex undertaking. Siloed business processes, disparate architectures, integration challenges, inconsistent training approaches, and varying organizational structures can stand in the way of implementing a centralized and unified workforce management program that spans your global operations. Without standardization, it can be difficult to support and maintain your workforce solution, drive process consistency and repeatability, and control administrative costs for maximum return on investment (ROI).

Whether you're deploying UKG Workforce Central™ globally for the first time, expanding to multiple geographies, embarking on a standardization program, or simply looking to extend the value of your investment, a global approach can help. This engagement is designed to assess the current and future state of your workforce management program and provide a solution framework that aligns with your global footprint and enterprisewide strategic vision moving forward. And it helps drive standardization — to the greatest extent possible — across your workforce management environment to improve global visibility, achieve economies of scale, minimize compliance risk, and reduce total cost of ownership (TCO).

Scope and approach

This approach comprises a series of workshops, facilitated by your UKG™ strategic advisor, to assess and/or define the following components of your global workforce management program:

- Process definition by role

- Foundational configuration elements

- Technical and integration strategies

- Education approach by geography

Your UKG team, which includes a global program manager and a strategic advisor, works closely with your leaders to develop a global workforce management program framework, define governance, and support your organization with effective change management strategies. The team members leverage their extensive industry experience and domain expertise to gather pertinent information and identify key opportunities, challenges, and risks. In addition, they apply best practices and make actionable recommendations to set you up for global workforce management success — even as you expand to new geographies.

UKG

Engagement deliverables

After working with key stakeholders to gather critical information, understand your business requirements, assess your current workforce management processes, and define a unified global workforce management framework, your UKG team compiles and presents the following deliverables:

- **Global business processes and roles:** A detailed breakdown of the business processes and personas/roles within your workforce management environment, which helps drive consistency and repeatability across all global deployments

- **Global parameters:** A comprehensive description of organizational structure, reporting requirements, naming conventions, and other standards for timekeeping, forecasting, and scheduling, which addresses how the core solution will be configured and deployed to meet the global business process and role requirements

- **User interface design:** Clearly defined user interface standards, which help drive consistency in how users navigate functions, complete tasks, access information, and run reports within Workforce Central across geographies

- **Education strategy:** A repeatable training approach, including role-based curriculum, materials, and learning paths for each geography, which helps optimize adoption and proficiency

The engagement focuses on those workforce management areas — time and attendance, forecasting, and scheduling — where standardization efforts can deliver the greatest value. With a comprehensive global framework in place to address business processes, roles and responsibilities, naming conventions, technical architecture, system configuration, integrations, and education strategies, you can achieve high levels of standardization right out of the gate. As a result, your organization can focus more time on meeting local legislative requirements and cultural mandates. The results? Faster global deployment, consistent end-to-end processes, and more cost-effective support and management.

Typical duration

The Workforce Management Global Approach engagement typically takes about 10 to 12 weeks from initial meetings to final sign-off on the global framework.* This time frame takes into account the client-side effort involved in defining governance, establishing agreed-upon processes, and mapping roles/personas to specific steps within each process. Build, reconfiguration, and integration work required to put the approved framework design in place falls outside the scope and time frame of this engagement.

*This time frame represents an average based on our experience with engagements of this type with UKG customers. The duration of your engagement may vary.

Client participation

Active client involvement, including executive-level sponsorship and support, is critical to a successful engagement. In addition to executive leaders, key client participants may include regional and global decision makers from human resources, payroll, finance, information technology, and operations as well as frontline managers and business analysts.

Partner with the trusted leader

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and s ervices, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit **ukg.com**.

UKG

Our purpose is people

Connect with us online @UKG.com