

Partner for Life Experience

The way traditional software vendors have supported their customers has negatively impacted their customers' human capital management (HCM) and workforce management (WFM) technology investment. Many leaders — after experiencing painful implementations and unexpected training, service, and support costs — cite poor partnership as the top reason they have regretted choosing their current vendor.¹

At UKG™ (Ultimate Kronos Group), we believe that technology is only as great as the people behind it.

That's why we create meaningful relationships to enable you to get the most from your solution by proactively supporting you and your people, from day one, with a team of experts and trusted advisors.



62%

of HR leaders want a better partnership with their HCM and WFM solution provider¹

1. Kelton Global, *The Growing Service Divide: The Surprising Truth Behind HR Software Regret* (2019), at 6.

Learn How We Partner for Life.



Inspiring people is our focus

Our people are the critical foundation to building lifelong partnerships that enable you to grow and evolve. That's why we focus on attracting and retaining the best talent, inspiring them to create top-notch solutions and provide superior service.



Inclusive and collaborative is our approach

With UKG, you get all the training, resources, and tools you need to be confident in your solution. And with our dynamic, collaborative Community and events, you're able to get the most out of your investment.



Premium partnership is our standard

We provide a premium experience and partnership to all our customers at no additional cost. With our unique model, you can leverage dedicated, trusted advisors for both your day-to-day support and your long-term business goals so you can optimize the value of your solution.

Our partnership not only delivers exceptional value — it also delivers **confidence.**



Launch: Get started on the right foot

Enjoy a stress-free implementation process, powered by our innovative methodology that sets the foundation for a strong start and a solid long-term relationship as your trusted business partner:

- Gain total visibility with intuitive, collaborative tools and resources
- Accelerate time-to-live with rapid, high-quality data conversions
- Leverage best practices from our industry-specific implementation experts



Hypercare: Transition with confidence

Launching a new solution can be daunting. Ensure a successful implementation and gain confidence in your new solution through our Hypercare onboarding program that provides a smooth transition from implementation to go-live:

- Get up to 12 months of individualized onboarding
- Leverage one-on-one, personalized support and instruction
- Increase knowledge and adoption with expert advice and guidance



Learning and training: Access all the enablement you need to be successful

You should have access to all the training, learning, and tools you need to be successful included with your solution. We offer all the resources needed to grow your expertise and help your people get the most out of your solution:

- Access unlimited virtual instructor-led and on-demand training for life
- Utilize point-in-time learning when and how you need it
- Leverage robust success tools for product releases, user adoption, and more
- Earn SHRM, HRCI, and APA credits while improving solution knowledge

"I have a newfound confidence in my ability to do my job, thanks to the partnership I have with UKG."

— Joy Driscoll, Director, Aspire Living & Learning



Support: Get the support you need before you need it

Experience fast response times and get the right answers before you need them from our team of proactive experts, who understand your organization's unique needs. Our comprehensive, collaborative support provides better efficiency and consistency:

- Leverage premium support, Rapid Response, and 24x7 support, all included
- Proactive support to prepare you for major milestones
- Connect with experts who understand your unique needs and industry
- Reach support with flexible phone, online, or live chat options



Success: Meet and exceed your long-term, strategic goals

Leverage trusted advisors for strategic guidance to evolve your people strategy and employee experience. Our team helps you reduce administrative burdens, optimize your solution, and support your long-term business initiatives:

- Understand industry trends and shifts that could impact your organization
- Gain ongoing touch points including business reviews, executive visits, and more
- Uncover how we can support your business goals with strategic planning sessions



Community and collaboration: Connect and collaborate at every step

Grow your expertise, expand your professional network, and influence our products through our customer Community, events, and comprehensive programs:

- Connect with peers and experts in our dynamic, growing Community
- Engage with experts at our annual conference and frequent regional events
- Collaborate on product enhancements through the Ideas portal
- Share your experiences and influence our strategy through our Insiders program

\$2B+

invested in CX
over the past
3 years

100+

training sessions
delivered each
month

150K+

active
Community
members



Managed services: Make the complex simple

Leverage our comprehensive payroll and benefit services to simplify and streamline some of your most burdensome processes. Our services help you free up your time to focus on more important and strategic initiatives:

- Alleviate the burden of tax filing and post-payroll processing with payroll services
- Reduce your exposure to risk with employee payment services
- Simplify payroll, garnishments, and benefits administration with managed services



Consulting and advisory: Take your people strategy to the next level

Evolve your people experience and build a stronger, more inspired workforce and culture through our strategic consulting and advisory services, including for change management, employee engagement, and mergers and acquisitions:

- Implement proven strategies and best practices with our experienced consultants
- Support change management, engagement, and other important initiatives
- Navigate major business events like mergers and acquisitions

"UKG is probably the strongest partner that I've worked with in my career. They really do walk the walk, they really do believe in people first. They take the time to invest in understanding your culture and understanding your mission."

— Michael Deimone, VP, Aetna

Our promise to you.

Partnering with UKG means more than great technology. It's selecting a partner that keeps the focus on what matters most — your people. That's why we create meaningful, lifelong relationships that build your trust, make the complex simple, and evolve your organization to remain successful today and tomorrow.

To UKG, you're
more than a
customer —
**you're a partner
for life.**



Our purpose is people

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