



Alpine Bank Benefits from UKG's Latest Solutions for Employee Voice Surveys, HR Service Delivery

Alpine Bank is a locally owned and operated community bank serving communities across Colorado. It has been part of Colorado for more than 47 years.

Employees: 810
Industry: Finance

Top Challenge

Prior to UKG Pro, the company struggled with the customer service from its HCM technology provider and never felt the sense of partnership it desired.

Solutions

Company is overhauling its document management with UKG Pro Document Manager.

UKG Pro Employee Voice is helping company better understand employee sentiment.

Results

Pro Employee Voice has improved the reputation of HR.

UKG Pro People Assist allowed HR to reclaim the time and energy it used to devote to constant employee communication through email.



Key Benefits

- Employees no longer have to struggle to get information
- Time savings from Pro Document Manager is enabling HR to shift the focus from administrative tasks to strategic initiatives
- Pro Employee Voice pulse surveys have informed a number of company initiatives

“Employees no longer have to struggle to get information—it’s right there for them.”

Kristi Shelton, Executive Vice President

Challenges

Prior to UKG Pro, the company struggled with the customer service from its HCM technology provider and never felt the sense of partnership it desired.

Solutions

Alpine Bank selected Pro because of the cultural fit between the bank and UKG, and launched solutions that have increased employee engagement and employee empowerment.

“We launched UKG Pro People Assist to reclaim the time and energy we used to devote to constant employee communication through email,” said Kristi Shelton, executive vice president at Alpine Bank. “The solution also puts tools in the hands of our employees, so they can do their own research and problem solving. Employees no longer have to struggle to get information—it’s right there for them.”

According to Shelton, the company is also overhauling its document management with UKG Pro Document Manager.

“We used to rely on banking software to house our documents, which required a manual inquiry from a manager and then several steps for us to retrieve the document and email it to the manager,” said Shelton. “Pro Document Manager is saving us so much time, and we’re able to shift the focus from administrative tasks to strategic initiatives.”

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Results

In addition to improving the employee and manager experience with HR service delivery, Alpine Bank is using UKG Pro Employee Voice to better understand employee sentiment. Shelton explained that the company uses Pro Employee Voice for pulse surveys that have informed a number of company initiatives.

“We were interested in starting a new health-coach benefit, and we wanted to make sure that our employees would be interested. We got immediate answers, and we were able to roll out health coaching knowing that we were spending resources wisely,” said Shelton. “Similarly, our benefits in Colorado are expensive, and we asked our employees what options they could afford. We took an average of that number and lowered our deductibles and family cost. Overall, Pro Employee Voice has improved the reputation of HR. We used to be considered enforcers in the background of the employee experience. But now, thanks to Pro Employee Voice, we can highlight benefits and wellness.”

