UKG

Key Metrics & Valuable Insights to
Take Your Team from Good to Great

Establishing Data-Driven
HR Service Delivery
with UKG

Introduction

HR teams today all rely on some form of digital assistance—whether in storing employee files, managing employee requests, answering questions, or any other item on their extensive list of daily duties. And more and more, organizations are starting to realize the potential of HR Service Delivery solutions in maximizing productivity gains.

HR Service Delivery refers to how you assist, serve, and connect with the people you support and take care of every day. Tasks are simplified and manual elements are almost entirely removed, creating more relevant, meaningful, and connected work experiences for all people throughout their unique life-work journey—no matter their industry or location. Empowered with this innovative technology, HR can better serve their employees and utilize analytics to understand and support people in a meaningful way.
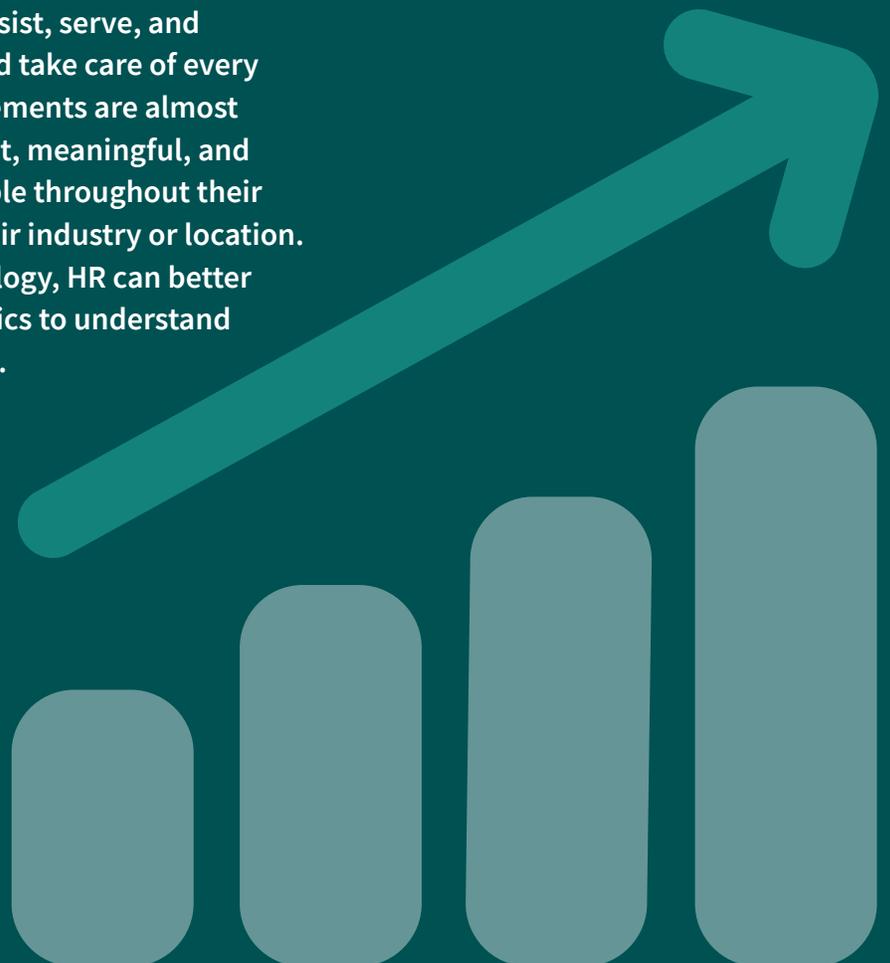
Evaluating the Impact of HR Service Delivery Processes & Operations

Gauging the effectiveness of HR teams, specifically how well they are serving and assisting employees, is imperative to your operation. But sifting through copious amounts of data and trying to make sense of spreadsheets can cause significant headache to busy teams. And resorting to outside consulting agencies can be costly. Running operations without data can even result in turnover and dissatisfaction.

Modern HR Service Delivery solutions not only address employee requests, offer portals with help articles, manage documents, and everything in between, they also come equipped with various analytics options, so HR teams can shift toward data-driven decision-making. At the core of their capabilities lies statistics and insights to analyze performance, understand effectiveness, identify bottlenecks, and view areas of improvement.

UKG HR Service Delivery Analytics

Embedded analytics and dashboards within UKG HR Service Delivery provides HR teams with even deeper insights about their workforce, and where they need the most assistance. In UKG Document Manager and UKG People Assist, HR can quickly view and understand in context the current distribution of employee requests and needs, how well they are being served, as well as proactively monitor compliance risks. UKG HR Service Delivery's embedded analytics—enabled for all customers—also provide the insights necessary to improve HR's impact on the total employee experience.

Customers looking to dig even deeper with next-level data visualizations can use UKG HR Service Delivery's Advanced Analytics solution, to better understand and monitor employee interactions and HR performance. That means insights are deeper, work is easier, and interactions are more impactful—powering breakthrough outcomes for businesses and the people that move them forward.

Using Advanced Analytics, HR teams can:

- **Configure dashboards and custom reports to reflect what matters most**

- **Use a mixture of preconfigured and custom dashboards to view the most relevant information**

- **Enable HR representatives to view their own performance, including open requests requiring action and overdue cases**

- **Receive guidance with dashboard configuration and execution to showcase the most relevant and effective metrics**

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How Data Can Improve HR Operations

HR teams can leverage analytics and dashboards within UKG HR Service Delivery to uncover unresolved issues, potential compliance risks, areas of improvement, and adherence to Service Level Agreements (SLAs). They can even determine technology adoption rates, causes of process delays, and more.

Visualizing Employee Requests

Tracking the number of employee requests created and closed is a common metric that can contribute to key performance indicators (KPIs) in addressing employee requests such as:

- how many outlying requests exist

- the close rate of tickets

- team bandwidth

To help, UKG HR Service Delivery provides clear analytics displayed in easy-to-read dashboards to keep track of opened, closed, and even overdue employee requests. HR teams can monitor their performance at any point in time, or on an ongoing basis, in order to better reallocate resources and meet outstanding employee needs.

Understanding HR Speed and Effectiveness

The time taken to answer and close employee request tickets can be critical in determining levels of employee satisfaction and HR productivity. This figure can help HR teams to set goals and outline the details of SLAs, as well as understand the complexity and varying needs of their diverse workforce.

Keeping an eye on **ticket close rates** can help increase or maintain HR productivity, identify potential bottlenecks, and dictate hiring needs for the team. With UKG HR Service Delivery, HR teams can easily view how quickly employee requests are being addressed and closed so they can appropriately assign and route tickets, staff their team, and optimize help articles to preemptively solve employees' questions.
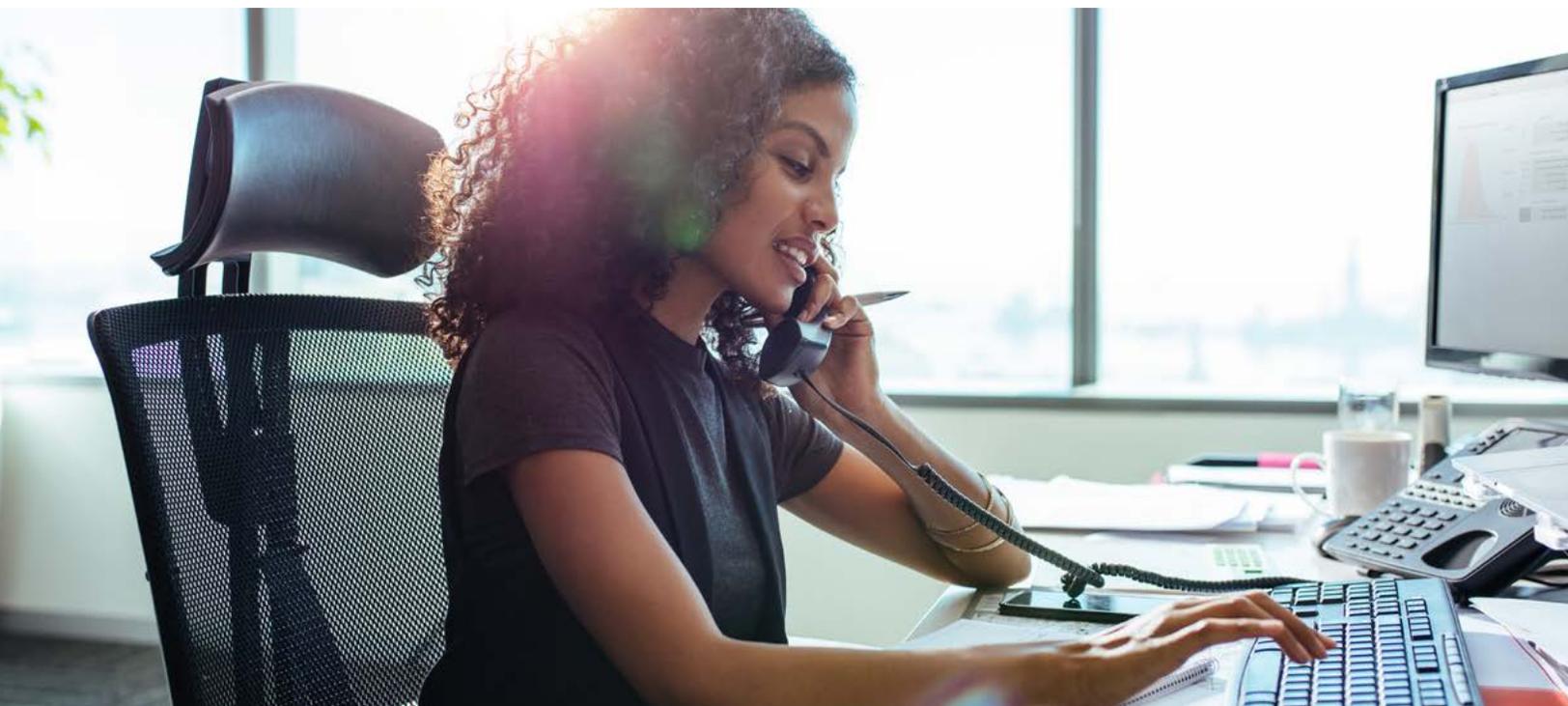
Optimizing Employee Help

With UKG's HR Service Delivery technology, HR teams can create help articles to provide employees with important, contextualized information. Monitoring these articles and their performance is essential in tracking their effectiveness and understanding where employees still need help.

HR teams are empowered to see the number of **views on help articles in various categories**, and whether employees are still requesting help from HR after reading them. From there, HR representatives can determine which articles need improvement to avoid ticket creation. Teams using UKG HR Service Delivery can configure custom dashboards to view this information, and more, to fit their needs and drill down into the statistics they need to properly track employee request tickets and update help articles.

Evaluating Potential Document Bottlenecks

Employees are required to acknowledge and sign several documents throughout their life-work journey, and HR is tasked with managing these documents. Collecting signatures can be a tricky task, and tracking signature collection also presents an additional hurdle that can easily be subject to human error.

Analytics can help HR to track how many and what kind of documents are being sent to employees, as well as the **time it takes to receive signed copies** back and **any outstanding or overdue signature requests**. With this information, HR can plan ahead for compliance needs and allow proper time for signature collection on important documents.

Empowering HR With Data

With more data at their fingertips, HR teams can make vital improvements and decisions to improve work experiences for all. Teams using UKG's HR Service Delivery technology can benefit from preconfigured and custom dashboards to easily evaluate data, and make strategic decisions to distribute HR's efforts where they are most needed. Acting as the foundation of this technology, analytics and visualized dashboards can help establish a data-driven culture and take teams to new levels in productivity and effectiveness!

About UKG

At UKG, 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, and workforce management solutions, UKG's award-winning Pro, Dimensions, and Ready solutions 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. With more than 12,000 employees around the globe, UKG's inclusive workplace culture has led to numerous awards, including consecutive years ranked as one of Fortune's 100 Best Companies to Work For. To learn more, visit www.ukg.com.

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