



UKG Dimensions

Manage tomorrow's workforce today



Welcome to the future of workforce management

Breakthroughs in technology affect nearly every dimension of our lives, from how we interact with friends to how we run our organisations. We are now more connected, collaborative, and dependent on information for better insight and outcomes than ever before.

With huge amounts of data passing through billions of devices around the world (and growing), the ability to stay connected and leverage these vast stores of data is redefining what's possible for today's organisations — from accessing new markets and developing new products to offering better customer service. And new innovations help meet these challenges.

Workforce management innovators are harnessing the power of evolving technologies in four key dimensions — cloud, mobile, data science, and social — to develop tools that increase productivity and drive better business outcomes.

However, despite all the ways in which new technologies are changing the way we work, there remains one constant: people. Organisational success depends on this invaluable resource — because the more new technologies expand our vision, the more we need an engaged workforce to make that vision a reality.

In this guide

Learn more about this exciting advancement in workforce management and how you can engage and inspire your people to more fully realise your organisation's goals.

- New dimensions in work
- Work in a modern cloud
- Work your way
- Work smarter
- Customer success

That's why we created UKG Dimensions.™

New dimensions in work

The automation of critical workforce processes such as timekeeping, scheduling, and leave management is still at the core of the most effective workforce management solutions. But to be future-ready, a new solution needs to leverage the latest smart technologies.

Based on our long history of delivering workforce innovation, UKG Dimensions represents the next generation of workforce technology. Every dimension — the underlying architecture, user experience, functionality, integration, data access, delivery, and support — is designed to help you optimise your most valuable resource: your people.

Supported by our decades of domain knowledge and powered by our industry-first UKG D5™ platform, UKG Dimensions provides a breakthrough employee experience and an unprecedented level of operational insight into your workforce management practices, allowing you to:

Work in a modern cloud

That leverages new technologies and works seamlessly with your existing systems.



Work your way

To empower and engage your workforce — from any place on any device.



Work smarter

By streamlining workforce management practices and providing insights for delivering better business outcomes.



Work in a modern cloud

A platform for the next generation of workforce management

It was clear in the earliest development of UKG Dimensions that traditional platform architectures would not be sufficient to power its advanced capabilities. **So we built one.**

As the foundation of our future-ready solution, the UKG D5 intelligent cloud platform delivers such industry firsts as:

- 1 A robust API and integration framework that provides extensibility and simplifies integration with other systems with time-saving prebuilt connectors for people, payroll, accruals, and more.
- 2 Artificial intelligence that drives smart, predictive solutions, including powerful k-means clustering algorithms to identify compliance risks in real time, and market-leading machine learning applications that dramatically improve forecast accuracy.
- 3 Blazing fast in-memory cloud computing that offers immediate insight into critical cost, compliance, and productivity metrics by delivering real-time computations at massive scale.
- 4 A flexible domain model based on decades of workforce management experience that provides flexibility and consistency across the suite to help you solve even the most complex business problems from anywhere in the application.
- 5 A unified information architecture that gives you complete data access for on-demand reporting and analysis — with no need for special technical expertise.

In addition, UKG D5 powers UKG Dimensions in the Google public cloud, leveraging Google's substantial investments in global infrastructure, security, and ongoing innovation.



Work your way

The functionality you need, when and where you need it

Today's multigenerational workforce expects a personalised technology experience that helps them be productive and engaged during their workday — and it needs to be as familiar and intuitive as the applications they use outside of work. UKG Dimensions delivers:

- **A consumer-grade experience** for your entire workforce through an attractive, intuitive user interface and easy personalisation. The system allows you to get the data you want, exactly how you want it. You can follow employee information through each application and make changes at any point, and perform the most frequent workflows with a minimum number of clicks.
- The ability to **work anywhere on any device**, thanks to a mobile-first responsive design standard that lets you transition seamlessly from desktop to tablet to phone.
- **Collaborative scheduling** that gives employees and managers more input into and control over how their schedules are built. Employees can set work preferences using an intuitive map interface and other familiar visual cues; managers can create best-fit schedules and easily navigate challenges such as aligning labor to demand and balancing workload.
- **Timekeeping for salaried employees** that simplifies tracking of duration-based, project-based, and nonworked time for professionals and adds convenient calendar integration with Microsoft Outlook.
- The ability to meet **industry-specific requirements** to help you reach your specific objectives for productivity, compliance, cost control, and employee engagement.



Work smarter

Predictive capabilities to better anticipate needs and issues

UKG Dimensions can help solve some of your most critical workforce management issues by providing proactive insights and recommendations before potential issues negatively affect engagement and the bottom line. It has the predictive capabilities you need to make smarter, faster business decisions.

UKG Advisor: The personal digital consultant for the workforce

UKG Advisor brings the intelligence of consumer technology to workforce management. It automates routine, time-consuming manager decisions by aggregating data across multiple sources, analysing that data, and acting on it. And the system is designed to constantly learn and improve to help solve increasingly complex problems for managers each day.

Real-time compliance management that helps prevent problems before they happen

UKG Dimensions provides visibility into potential compliance risks with real-time projections that predict possible violations before they occur, automatically helping to keep your organisation in regulatory compliance — and freeing up valuable time for managers

Analytics: Now anyone can be a data scientist

Real-time KPIs are as simple as turning on the ones you want and having the system calculate them immediately — with no long implementation times or learning curves. UKG Dimensions Dataviews allow you to access and analyse data by employee, organisation, and project using easy Excel-like functionality. You can sort, filter, group, and calculate data to discover trends and visualise using charts and graphs displayed right in the Dataview.

Forecasting so accurate, your schedules will be close to perfect

UKG Dimensions applies machine learning via the powerful UKG D5 platform to analyse historical trends, learn from that data, and constantly update the system to provide more accurate and efficient forecasting and scheduling. Predict sales and labour with unprecedented accuracy with schedules that provide optimal coverage — helping to control costs, improve customer service, and drive your business.



Customer success

Committed to ensuring UKG Dimensions meets your needs

Delivering an outstanding customer experience that's proactive, personal, and proven is our number one priority at UKG. So when you implement a UKG solution, you get our Customer Success promise that we won't just send you off into the sunset with a map and a "good luck!" We'll guide you to workforce management success, and then hop in the passenger seat to make sure you stay on track, informed, and empowered to move forward with everything you need to succeed.

UKG Standard Success is our benchmark customer success plan that is included with your product license and provides the coverage, resources, and reporting you'll need to optimise productivity and performance, including:

- **24/7 support for infrastructure outages:** Always-on maintenance for application availability and outages
- **UKG Community access:** Self-solve issues, access Knowledgebase articles, and open support cases
- **Local Time Zone Support:** 8-5 callback support and two-hour email response time to cases Monday - Friday
- **In-Context Support:** Screen-specific, built-in product assistance
- **UKG KnowledgeMap™ Learning Portal:** Access to self-paced eLearning and webinars
- **Access to Customer Success:** Partner with an industry-specific advocate and advisor who will help you achieve your desired business outcomes
- **Customer Health Monitoring:** Evaluate customer experience metrics so UKG can proactively identify and address potential issues
- **Success Reporting:** Automated success dashboard provides usage data and success tips

UKG Dimensions delivers a modern, intuitive, mobile-first SaaS experience, which we believe will empower managers and employees in our fulfillment center and 450 stores to make better, faster business decisions — ultimately providing a better experience to our customers.

Connie Fumich
Director of IT, Things Remembered



Some of our employees are less comfortable with technology. To drive engagement the solution really did need to appeal to all audiences and UKG Dimensions does exactly that. Nearly all of our employees can access the self-service capabilities because they're so intuitive – it's just like shopping on Amazon!

Monica Melo
Director
Mentaur Ltd



Every dimension is designed to help you optimise your most valuable resource

UKG has a long history of delivering workforce innovations that help organisations manage technological change and shape their future of work, making us uniquely qualified to envision next-generation solutions that leverage new dimensions in work. And it is this vision on which UKG Dimensions is built.

Whether your goals are to increase productivity, improve compliance, control labour costs, or achieve better business outcomes through engaged employees, you can rely on UKG more than any other vendor to help manage your workforce. And with UKG Dimensions, you now have the technology tools you need — built on the vast power of evolving technologies — to manage your workforce of the future today.

Put UKG Dimensions to work for you:
+44 118 978 9784
kronos.co.uk/workforcedimensions



Connect with us online ukinfo@ukg.com

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