

The UKG Ready Customer Experience

Advance your organization with a partner that keeps the focus on what matters most – your people.

The way traditional software vendors have supported their customers has negatively impacted their customers' 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.

Partnering with UKG™ (Ultimate Kronos Group) means more than great technology. We believe that technology is only as great as the people behind it. That's why we provide a premium customer experience that not only delivers exceptional value – it also delivers confidence.





Features	Description
Support Services	
Dedicated Success Krew Support	Your dedicated team of technical support experts who provide expertise across your full product suite. Available during your normal business hours.
Rapid Response Live Support	Reach a live support representative for critical, urgent issues via phone or chat. Available during your normal business hours.
24x7 Mission-Critical Support	Be confident that we have your back with support for severe issues at all hours.
Success Services	
Executive Relationship Manager	A dedicated partner to elevate your day-to-day while supporting your long-term goals to help you maximize the value from your UKG relationship, optimize adoption and utilization of your solution through best practices and resources, and prepare you for major events like year end and open enrollment.
Welcome and Onboarding	After contract sign, we provide step-by-step guidance from the beginning of your UKG journey to help you reach your organization's goals and know what to expect along the way.
Success Care Transition Program	A 90-day program designed to help you seamlessly transition from Launch to support by offering extra guidance as you begin to use your live system.
UKG Community	Always-on access to rich content, how-to articles, discussion boards, and a direct connection to other UKG customers in your industry
Learning and Training	Industry-leading on-demand and live, virtual instructor-led training available through anytime, anywhere

Best in Class Experience	
	Gartner Peer Insights Customers' Choice recognize vendors that are highly rated by their customers. UKG has been recognized by Gartner Peer Insights for having an leading customer experience.
	TrustRadius is an industry standard for software reviews, and its annual Top Rated Awards provide one of the most influential assessments of a customer's experience. UKG Ready won a Top Rated award for having excellent customer satisfaction ratings.



Features	Description
Support Services	
Dedicated Success Krew Support	Your dedicated team of technical support experts who provide expertise across your full product suite. Available during your normal business hours.
Rapid Response Live Support	Reach a live support representative for critical, urgent issues via phone or chat. Available 6:30 a.m. – 1:30 a.m. EST.
24x7 Mission-Critical Support	Be confident that we have your back with support for severe issues at all hours.
Success Services	
Welcome and Onboarding	After contract sign, we provide step-by-step guidance from the beginning of your UKG journey to help you reach your organization's goals and know what to expect along the way.
Success Care Transition Program	A 90-day program designed to help you seamlessly transition from Launch to support by offering extra guidance as you begin to use your live system.
UKG Community	Always-on access to rich content, how-to articles, discussion boards, and a direct connection to other UKG customers in your industry
Learning and Training	Industry-leading on-demand and live, virtual instructor-led training available through anytime, anywhere
Relationship Management	
Executive Relationship Manager	A dedicated partner to elevate your day-to-day while supporting your long-term goals to help you maximize the value from your UKG relationship, optimize adoption and utilization of your solution through best practices and resources, and prepare you for major events like year end and open enrollment.
Customer Events	Network with peers, hear from UKG executives, and learn from UKG experts at Aspire, our annual customer conference, and our Huddles, our frequent regional events.
U Speak	Provide feedback and collaborate with our product and services teams to inform the direction of our products and customer experience through our ongoing customer advisory boards, focus groups, interviews, and surveys.

Award-winning customer experience

Recognized for 20+ years for our continued commitment to being a partner for life

Key highlights

- The award highlights our commitment to providing superior customer service
- UKG is one of only two companies to receive recognition 21 years in a row



About the surveys

UKG engages CRMI, specialists in customer experience management strategy and an independent quality auditing firm, to verify the results of the surveys that objectively and continuously measure customer perceptions of UKG, our products, and our services. For more detailed information on CRMI, please visit www.crmirewards.com.

UKG (Ultimate Kronos Group) has been recognized by Customer Relationship Management Institute, LLC (CRMI) with its NorthFace ScoreBoard Award, having received this award each year for the past 21 years as Kronos Incorporated.

The award recognizes organizations that achieve excellence in customer satisfaction. UKG is one of only two companies to receive this prestigious award 21 years in a row.

Customer give UKG high ratings

Equipment experience	94%
Implementation experience	97%
Education experience	99%
Support experience	92%

“UKG is honored to receive the NorthFace ScoreBoard Award for the 21st consecutive year. Receiving this award based on customer feedback exemplifies our dedication to exceeding our customers’ satisfaction and delivering the experience they expect,” said Chris Todd, president at UKG.

Award criteria

To be considered for the NorthFace ScoreBoard Award, a company’s senior

management must do the following:

- Make a commitment to exceed customer expectations
- Implement a customer satisfaction program that identifies and corrects customer problems
- Measure customer satisfaction levels at least four times per year
- Achieve an overall score of 4.0 (or equivalent) or better out of a possible 5.0 (or equivalent) for a full year

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