



# UKG Flex

The only people-centric  
platform fueling great  
workplaces



EXPLORE

# Introduction

Companies today have an average of 80+ employee systems<sup>1</sup> and while it may sound unbelievable, that number expands quickly when factoring in enterprise resource planning (ERP), finance, time management, productivity, and other business systems.

A lack of people, time, and/or budget forces organizations to make the decision to delay modernizing technologies or take shortcuts that create more issues than before.

The longer this goes on, the more an organization accumulates something called technical debt. This debt usually manifests as an emergency business priority that can't be ignored.

Multiple organizations have been in the headlines recently after discovering they had outgrown their tools and systems, negatively impacting their customers. They didn't take the proper steps to **modernize the underlying technologies** that powered their software. Now, they're facing aftereffects like investigations and class action lawsuits, taking a hit on their brands, and losing the confidence of their customers and employees.

This wide-ranging ecosystem of different technologies and apps keeps the business running, but often with the side effects of:

- Disjointed integrations that lead to inaccurate information and poor employee experiences
- Siloed data with incomplete views of the business the lead to questionable strategic business decisions at all levels of the organization — from frontline managers all the way up to executive teams
- Rigid structures that force organizations to shape their business around the solution, restricting adaptability and agility
- Compliance risks that aren't addressed proactively and can prove costly, both financially and in employee trust

**Many organizations are finally making the strategic investment to renew their tech ecosystem through a platform-first approach.**

# The importance of the right tech platform

When we refer to a “technology platform,” what do we mean exactly? The technology platform is the underlying foundation of a solution, incorporating aspects such as analytics, databases, integrations, development tools, and intelligent technologies such as AI. Before a single line of software code is written, the tech platform must be securely in place providing the core components and security that any solution must rely on.

Despite economic uncertainty and unprecedented global events impacting inflation, supply chain, employment levels, and more, employers are projected to spend \$4.4 trillion globally on tech in 2023. By 2027, software and services will account for 66% of this spending.<sup>2</sup> Clearly, organizations realize the critical nature of investing heavily in tech — yet many still wind up with platforms that are inadequate, outdated, or poorly suited to their unique business needs.



When considering a software investment, many organizations overlook the importance of the underlying platform for one of two reasons:

1

**They become hyper-focused on finding features/functionality.** A solution may be advertised as containing the exact functionality your organization needs, but without the right platform backing it up, this functionality may be weak, inflexible, or inefficient in practice.

2

**The platform is often confused with or positioned as the solution, which is not the case.** A platform is the bedrock upon which a solution is built, and multiple solutions can rely on the same platform. Understanding the robustness of a platform is key to properly evaluating how well a solution will meet your needs.

# Failing to make the right investment at the platform level can have dire consequences.



## Stunted innovation:

Innovation is crucial to becoming more strategic and operating with flexibility and agility



## Inaccurate data:

This can lead to a huge variety of problems, including everything from lower employee morale with late or incorrect paychecks to serious compliance risks carrying massive fines



## Missing integrations:

Even if a solution appears to have all the functionality your organization requires, a lack of proper integration capabilities means that you may wind up still requiring multiple systems to achieve your needed goals



## Security risk:

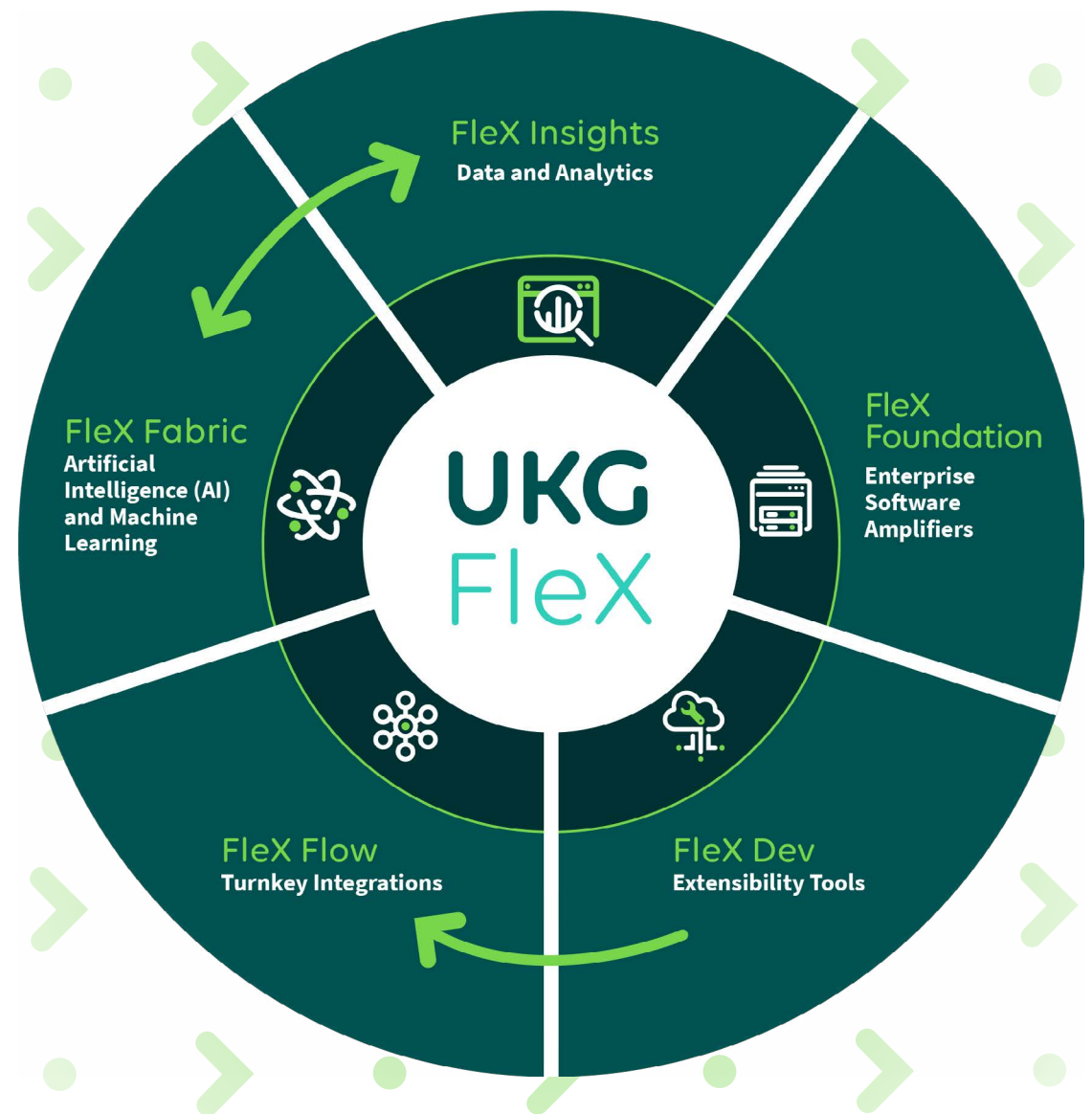
Outdated platforms can be prime targets for malware, ransomware attacks, and other forms of costly security breaches

# Introducing UKG Flex

Traditionally, HR, payroll, and operations acted as independent functions of the business interacting only when necessary for transactional business, purposes leading to fragmented employee experiences. Today, with the common goal of driving better business outcomes, these teams are coming together to reimagine the work experience by putting people at the center of their business strategies.

In addressing these critical issues for organizations worldwide, UKG sought to build a people-centric platform that bridged the most common gaps experienced by employers when interacting with tech.

We built UKG Flex to be a powerful engine that enables organizations to “Flex”: adapt quickly, work smarter, and create impactful employee experiences — no matter what challenges they’re facing.





# FleX Insights: data and analytics

A platform is only as good as the data behind it.

FleX Insights is the data platform that powers FleX, and draws not only from robust human capital management (HCM) and workforce management (WFM) data but from comprehensive workplace culture data as well — offering the most complete view of the workforce of any analytics engine, providing organizations the data points needed to become a great workplace. Data can be served in different formats to be consumed by various business teams for the most impact:

- Packaged data in our People Analytics solutions
- Custom, visually compelling reports for presenting and analyzing trends in your business intelligence tool of choice
- Data sets (shift swaps, overtime, demographics) to feed UKG AI and machine learning



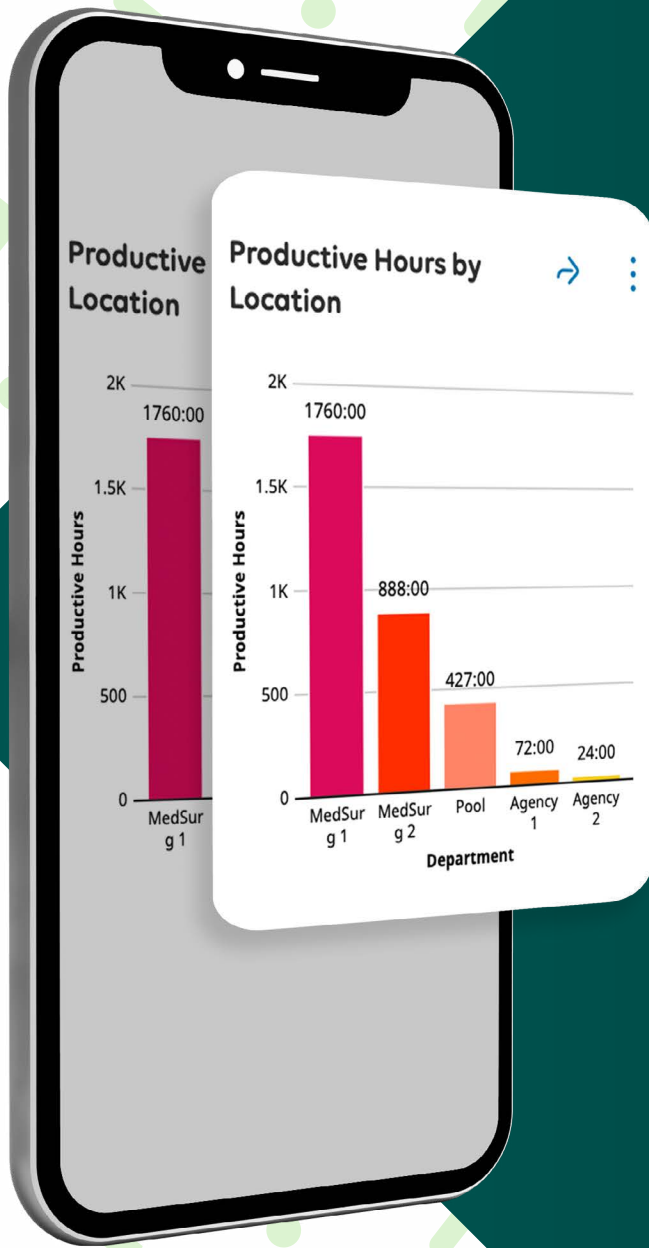
FleX Insights relies on four major principles that set it apart from other data engines:

**Not all data is created equal.** The data fed into AI has to be meaningful, otherwise it's just simple automation. FleX Insights draws upon rich, proven data models, and we continuously add new data sets to deliver even more insight for more people.

**UKG has a repository of decades of workplace-culture data.** Rather than ignoring history, FleX Insights takes advantage of this wealth of experience in helping employers understand current trends and workplace changes.

**HCM, WFM, and culture all in one place.** Most data engines excel in one or two areas and are left making assumptions to fill in gaps when analyzing the entire workforce. FleX is the thread that ties it all together.

**Responsible data stewardship.** We take great care by assessing data privacy and security needs across the platform on a regular basis to meet legal requirements for the greater good.



# Flex Insights in Action

Brittany works at a hospital as a head nurse, and one of her business priorities is to hold her team accountable to the productivity standards set by their leadership team. To provide her team with easy access to insights and be able to take quick action, she sets up a homepage with informative tiles that provide quick glances into productivity data so the team can address productivity challenges right away.

For more examples of how Flex Insights can empower employers with better decision-making, check out the UKG Data Playbook.

[READ THE PLAYBOOK](#)



# FleX Fabric: AI and machine learning

**AI empowers organizations to harness their data in valuable, unprecedented ways.**

Modern AI is able to augment the capabilities of employees and managers within their organization. Powered by FleX Fabric, UKG AI acts as an intelligent advisor, leveraging HCM, WFM, and workplace-culture data from FleX Insights to guide people toward the best-fit decisions that lead to better outcomes — at work and personally. FleX Insights and FleX Fabric continually evolve together with every interaction, responsibly and ethically, meaning there is always more data for UKG AI to learn from and provide even better guidance.

Meanwhile, advanced machine learning algorithms work behind the scenes to continuously make processes more efficient and reduce time to results. Machine learning can even be used in powerful applications that reveal hidden trends and workforce needs, like employee sentiment analysis serving as a pulse check on employee engagement.



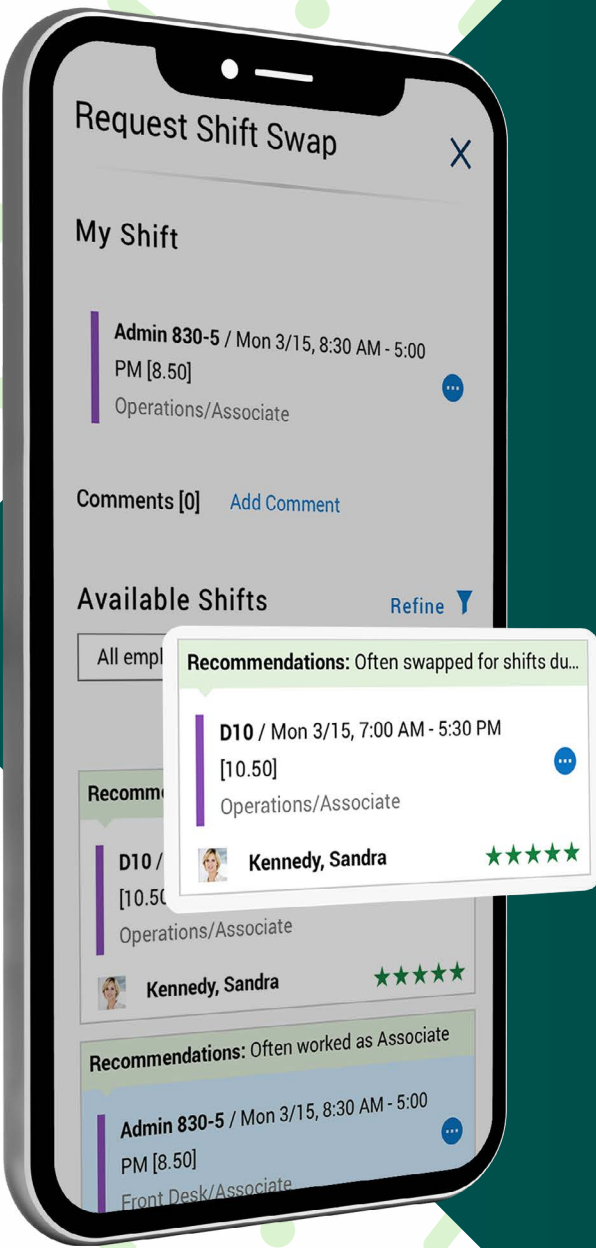


# FleX Fabric in Action

Amy needs to take time off to pick up her son from school because he's sick, so she starts a shift swap request to see who's available to take a shift. UKG AI presents different teammates who can take her shift while accounting for overall staffing needs. She sees that Sandra is available and submits the request — which doesn't require manager approval — so Sandra is able to accept right away and help Amy. This experience lets Amy focus on her son and adds another data point for FleX Fabric to learn from when considering future scenarios, strengthening the platform's ability to address employee needs on a personal level.

For more on how AI, rather than posing a job threat to HR, can actually empower professionals with new growth opportunities, take a look at our white paper.

GET THE WHITE PAPER





# FleX Flow: turnkey integrations

Great technology knows when to get out of the way.

UKG built the FleX platform to be open and extensible because each organization has unique needs that integrate HCM and/or WFM into the flow of work.

FleX Flow represents a continuity of experience for managers and employees to be able to take advantage of UKG solutions without interrupting their typical workflows or learning multiple unrelated user interfaces. At the same time, the UKG Partner Network extends the value of our customers' investment in UKG helping drive digital transformation, deliver meaningful experiences, and reduce time spent in multiple applications.

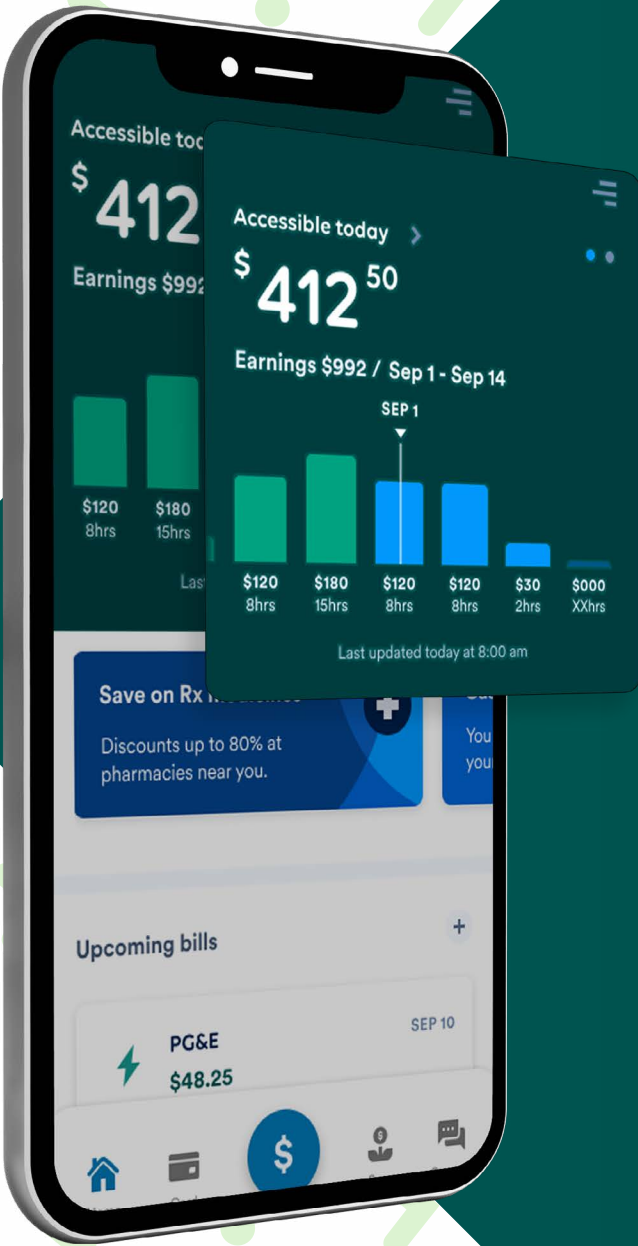
# FleX Flow in Action

Jason recently started nursing school and works part-time at the local grocery store to help pay tuition. Getting to his job by bus takes a while, so he decides to buy a used car to get there on time. One day, the car breaks down and it gets towed to the shop. To make things worse, his paycheck isn't until next week and needs access to some money.

Then, he remembers he has access to UKG Wallet™, an earned wage access benefit the grocery store offers to all of their employees. Jason can withdraw up to 50% of what he's earned in this pay period which is enough to pay for his car to get fixed. Knowing that he can rely on work relieves a lot of stress away from financial pressures lets Jason be happier — at work and at home.

Explore the vast network of software and services that can integrate with UKG solutions in the UKG Partner Marketplace.

[VIEW THE UKG MARKETPLACE](#)





# FleX Dev: extensible tools

A platform represents not just what your technology is right now but also what it can become tomorrow.

FleX Dev embraces a developer-friendly approach where UKG, organizations, and partners collaborate and are empowered to create innovative people-centric services and apps fueling a thriving HCM ecosystem full of meaningful and impactful work experience. UKG has opened up access to our comprehensive application programming interface (API) library and provided tools, product documentation, and guides to empower collaborative innovation. Taking it a step further, we're making it easier for partners, customers, and other developers to build integrations, apps, and automations by introducing a low-coding approach that doesn't require deep developer skills.



**FleX Dev simplifies the creation of integrations and people-centric apps that instantly interact with the UKG suite by:**

- Leveraging the cloud-native integration platform Boomi with simple drag-and-drop tools to deploy integrations faster than ever before
- Tapping into different areas of the suite with a comprehensive library of HCM and WFM APIs
- Encouraging creative development using convenient tools and resources in our Developer Hub, which is readily available to everyone

# FleX Dev in Action

Steve is a junior developer who is still learning how to code and build integrations, but his lead developer Sarah is often on high-priority projects that don't leave her with a lot of room to work with Steve closely enough for him to understand the inner workings of the business. He's been asked to build an integration that exports an employee list with some people information from their HR system into the UKG suite so that payroll is processed accurately.

To help him build this integration, Steve heads over to the UKG Developer Hub and finds resources to get started including tutorials, guides, and examples he can use as a base.

Take a look at the wide array of tools and resources made to empower developers in the UKG Developer Hub.

[VISIT THE UKG DEVELOPER HUB](#)





# Flex Foundation: enterprise app fundamentals

An impactful experience is one that can be felt consistently across the entire suite.

UKG doesn't provide an HCM solution in one silo, a WFM solution in another, and so on. Flex Foundation refers to the underlying foundational components and processes that bring all aspects together into a people-first suite, paving the way for organizations to create a people experience that combines the personal and the professional in pursuit of the remarkable. As organizations seek to see the whole person beyond the employee number, providing support and care for their wellbeing, the suite provides the holistic view they need to stay ahead.



Flex Foundation is founded on three key principles:

1

**Continuous innovation:** The path toward becoming a great workplace is constant, and to help organizations stay great, Flex embraces and drives innovation — taking advantage of emerging solutions and reimagining the way technologies available today are used to face new business challenges.

2

**Suite-first approach:** When we're building new enhancements or features, UKG employs a suite-first approach. This means fewer clicks to get to what you need. It means intuitive navigation that makes it simple to return to your most-used tasks. And it means a consistent, familiar user interface across a wide variety of processes.

3

**Data security and privacy:** Flex Foundation also encompasses the security standards and safeguards put in place to ensure stability, privacy, and the protection of your data so everyone has peace of mind. This includes strict compliance with the California Consumer Privacy Act of 2018 (CCPA) and the EU's General Data Protection Regulation (GDPR); SOC 2 — ISAE3402/SSAE 18 audits for Security, Confidentiality, and Availability (and, where in scope, Privacy and Processing Integrity); and ISO 27001, 27017, and 27018 security certifications. [Visit our website](#) for more information about these measures.

# FleX Foundation in Action



Stacy from HR wants to ensure teams can easily access their UKG solution safely and securely so they can check important employee information such as their schedule, pay, and timecards. Working with her IT and security teams, she learns about two-factor authentication, but they share that multi-factor authentication is a newer approach bringing better security. They log in and turn on multi-factor authentication in addition to requiring passwords with job aids to help employees get used to the new process.

Learn more about the ecosystem that powers meaningful workplaces.

[LEARN MORE](#)

# Conclusion

Historically, IT leaders alone were tasked with managing the technologies that interfaced with employees across the organization. Platforms often went unnoticed in the background during any search for a new software provider, despite their immense impact. But in recent years, operational and people leaders are being forced to adapt, becoming extremely tech-adept and coming together as architects of the employee experience as the central focus of their business strategy.

Now, securing the right platform — one that brings culture and operations together to help your people make intelligent decisions — is often just as important as the software itself. UKG Flex ensures that organizations of any size are poised to thrive and grow with a holistic view of every individual employee, tools to make work life more convenient and flexible, AI-driven guidance for managers, and powerful resources for developers, all wrapped in a foundation that delivers safety, adaptability, and continued innovation.

Learn more about our people-centric solutions powered by UKG Flex

**START YOUR JOURNEY TODAY**

## References:

- <sup>1</sup> Josh Bersin, *New Research: Cloud-Based HCM Can Redefine Employee Experience*, joshbersin.com (June 24, 2022), found at <https://joshbersin.com/2022/06/new-research-cloud-based-hcm-can-redefine-employee-experience/>.
- <sup>2</sup> Himank Joshi, Michael O'Grady, and Michael Kearney, *Global Tech Spend Will Slow To 4.7% In 2023*, Forrester (January 26, 2023), found at <https://www.forrester.com/blogs/global-tech-spend-will-slow-to-4-7-in-2023/>.

## About UKG

At UKG, our purpose is people®. As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what's possible when businesses invest in their people. Born from a historic merger that created one of the world's leading HCM cloud companies, our Life-work Technology™ approach to HR, payroll, and workforce management solutions for all people helps 50,000 organizations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work. To learn more, visit [ukg.com](https://ukg.com).



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