

UKG

Optimizing Workforce Management Through Global System Ownership

KOMATSU



Introduction

Managing a global workforce is complex and challenging, and it requires consideration of a variety of country-specific factors such as time zones, cultures, languages, and labor laws, just to name a few. Your global workforce management solution helps you stay on top of these factors and drive business outcomes. However, if you have multiple instances of the solution, you're limiting its full potential. And, if your multiple instances are on-premise, your employees have to deal with the hassle of data centers, servers, databases, upgrades, and updates. These details could make global workforce management a daunting task. But it doesn't have to be. Moving to a single, centralized solution in the cloud can help you better handle your workforce management needs and reap the benefits of global system ownership.

Komatsu — a leading manufacturer and supplier of earth-moving equipment and connected technologies for the construction, mining, forest, and manufacturing industries — has experienced the positive impact of global system ownership. Komatsu has over 5,800 salaried and hourly employees in 57 different locations across seven countries, all of which have different pay and labor rules. A UKG customer since 2012, Komatsu implemented five separate UKG instances in North America, Europe (United Kingdom and Poland), South Africa, China, and Australia over the course of five years. In 2017, Komatsu began exploring an upgrade and consolidation of its time tracking for payroll and labor data collection systems. The organization decided to centralize its multiple on-premise instances into a single cloud environment.

Lynne Schreiber, global UKG manager at Komatsu, leads the company's UKG solution and is responsible for getting the most value from it. With Schreiber at the helm of the project, Komatsu partnered with UKG Customer Success to ensure a seamless, efficient transition to a unified workforce management solution.

Upgrading its solution and migrating to a single instance in the UKG cloud

While Komatsu was upgrading its UKG solution, management explored the benefits the company would experience from migrating its various instances into a single one in the cloud. Cloud technology is easy to use and offers cost savings, more storage space, agility, flexibility, and adaptability. It eliminates the on-premise technical footprint, provides a better archiving strategy and process, offers disaster recovery, and makes it easier to manage licenses, eliminating obstacles for license transfers.

Komatsu also enjoys platinum-level support including 24x7x365 telephone access to UKG Global Support, access to senior support engineers, and priority-level response time. Schreiber said moving to the cloud was the logical next step in Komatsu's evolution. "Our chief information officer recognized the value of switching to the UKG cloud, and it has allowed us to overcome the difficulties that come with having five instances of the UKG solution," she said. "Now we're maximizing the abilities of the software and creating better work experiences for our people around the world."

Organizations that own multiple UKG instances face several business challenges. For Komatsu, those challenges included:

- **Complexity of time tracking.** Time tracking is more complex than an employee simply clocking in and out and then getting a paycheck for hours worked. When working with a global workforce, things like managing a variety of work rules, labor costs, compliance, leave exceptions, etc., must be taken into consideration and require repetitive work with multiple instances.
- **IT support.** Running different versions of the same solution at the same time is problematic and causes more work for the IT department as well as an inconsistent employee experience.
- **Scalability.** With on-premise instances, adding more sites or locations means more instances, which can be difficult to support and adds cost.
- **Effective use of resources.** Continually adding sites means ongoing duplication of efforts when the extra time could be spent on projects that help support strategic business initiatives.
- **Login credentials.** Having multiple instances leads to confusion for solution administrators when it comes to differentiating the components of each system, using numerous sign-on credentials, and remembering various passwords.
- **Upkeep.** Duplicating support for maintaining, interfacing with, and upgrading five separate UKG instances is time-consuming and can be difficult to keep up with the different user interfaces and integrations.
- **Efficient upgrades.** Upgrading several instances takes place more often than upgrading for just one instance.



A step-by-step guide to Komatsu's journey to a single enterprise database in the UKG cloud

With ongoing support from UKG Customer Success and UKG Technology Operations (the team that provides services to assist customers' workflows and applications from development to production), Komatsu's team took the following steps to consolidate and upgrade the company's five UKG instances in the cloud:

- 1** Defined **key elements of success** — created a team of internal solution experts and stakeholders, engaged executive leadership to support the initiative, and partnered with UKG to help consult on and manage the project.
- 2** Decided where to begin and followed a **timeline**:
 - To put all employees under one instance, the team had to first identify which configuration each employee belonged to and carried out a significant renaming effort to ensure there were no duplicate employees or badge numbers.
 - They started with North America (the most challenging region) followed by the United Kingdom, Europe, South Africa, China, Australia, and then the other instances.
 - While testing and getting ready for go-live in one region, they had to simultaneously support that group of employees while getting the next region ready for go-live.
 - The team followed an aggressive 11-month timeline to get all sites consolidated, with each migration to the new instance taking roughly four months.
 - They designated the North America region as the baseline to ensure the correct naming conventions were used.
- 3** Took advantage of **subject matter experts** — it was important to make sure they were using the correct configuration, including languages and country- or region-specific labor laws, so they collaborated with subject matter experts at each of the sites in each country to help ensure they got them right.
- 4** Analyzed **each instance's configuration** — the team double-checked each country to ensure that only the relevant elements of the old instances were added into the new configuration and standardized the look and feel of the new instance so that all employees had the same user interface; however, standardization did not apply to country-specific items such as pay codes and attendance policies.
- 5** Developed a **change management strategy** — upgrading a companywide system can be difficult for employees, so to guide them through the process and address their questions, the team created and distributed educational material that included comparisons between the old and new versions and found that employees felt positive about benefits like reduced costs and labor and not having to maintain hardware/software.

Side by side: Komatsu and UKG Customer Success

From day one of the process, Komatsu was in the capable hands of the UKG Customer Success team, which is responsible for providing an outstanding customer experience. The team serves as an advocate to help customers realize continued value from their investment and achieve their business outcomes. Some of the benefits Customer Success delivers include insights around key return on investment levers and use cases, statistics on industry and peer benchmarks, identification of areas of opportunity in adoption and usage, and change management assistance during implementation and continuity after go-live, among others.

Schreibel said the Customer Success team was an integral part of Komatsu's successful upgrade to the UKG cloud. "We are grateful for the stellar service provided by UKG Customer Success. They guided us throughout the entire process, providing proactive and personal collaboration," Schreibel said. "It's great to have a partner who is laser-focused on helping us optimize our workforce."

Benefits of consolidating your UKG solution globally

So what do you stand to gain by combining your multiple UKG instances into the cloud? For one, simplicity and consistency, e.g., an easier payroll process that involves only one payroll file rather than different ones from multiple locations. You can streamline your policies and practices since various instances have their own distinct processes. Meanwhile, you'll save your IT department substantial time and energy that could be put to more strategic and productive use.

One unified instance means a single source of truth to easily find information, so that you can quickly address it — imagine having to identify the number of sick days your workforce used over the past year; with different instances, you would have to pull separate reports and then manually merge that data to find your answer. With a consolidated time and attendance solution, you can find that information quickly, and easily feed it to a dashboard or report.

Another critical advantage is cost savings from owning one instance as opposed to several, which would require more support. And, perhaps most importantly, you'll improve employee experience — having an intuitive and consistent single solution creates a better work experience for your people, leading to greater satisfaction, engagement, and productivity. Global system ownership leads to better visibility, more agility, and better business decisions.

According to Schreibel, moving to the UKG cloud was one of the best decisions Komatsu made for its workforce management. "Prior to this upgrade, our five on-premise instances required considerable IT effort, more maintenance costs, a higher risk of data loss, and limited scalability. With the UKG cloud, we're creating a more efficient work environment," she said.

Conclusion

By combining multiple instances across the globe into a single enterprise database in the UKG cloud and collaborating with UKG Customer Success, you can achieve strong customer ownership leading to successful global workforce management. Once you decide to take this important step to optimize your time and attendance solution, ensure you have leadership's support, and involve the right people on the project. Review your current contracts, policies, payroll procedures, and regional compliance guidelines to determine whether any of them need to be re-evaluated and updated. Create a practical timeline, considering the amount of time your organization will require to make this transition, and make sure those involved have the resources they need to execute the project.

With UKG as your partner, you can be confident that centralizing and standardizing your UKG instances in the cloud will help you better manage your most valuable resource: your people.

To learn more and get started on getting the most value out of your UKG workforce management solution, visit [ukg.com](https://www.ukg.com).



About UKG

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Komatsu has received an incentive from UKG for participating in this case study.



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