UKG

UKG TeleStaff
in the Cloud

Introduction

UKG TeleStaff™ Cloud provides automated scheduling to help manage complex schedules, minimize compliance risk, control labor costs, and improve workforce productivity. But your UKG solution can deliver continuous value only if it is available and managed properly over time. That's why more and more customers are choosing the UKG cloud for deploying their workforce management solutions.

We can manage your workforce management solution in the Google Cloud Platform, where users can access the applications over the web at any time, from anywhere.

You get 24/7 access to your solution without having to purchase additional hardware, operating systems, or database licenses. You also gain valuable peace of mind knowing that experienced UKG technical consultants are managing your applications and employee data. It is the ideal choice for organizations seeking to achieve their workforce management goals without exceeding their capital equipment budgets or placing additional demands on their in-house IT staff.

UKG provides comprehensive maintenance and support of your workforce management solution, including complete support of IT infrastructure comprising the server hardware, operating systems, and database systems required to run your UKG application(s) in the cloud:

- Server security and management

- Service pack installation

- Legislative update installation

- Software version installation

- Daily system and data backups

- Guaranteed 99.75% service-level agreement (SLA)

When evaluating any vendor's cloud services, you need to be confident that your application(s) and database are being maintained at a world-class data center facility engineered to incorporate multiple levels of security and redundancy, thereby ensuring maximum availability of your workforce management solution.

This document is intended to describe the infrastructure, services, processes, and policies behind the platform, including:

- Data center specifications related to physical infrastructure, network connectivity, data communications, security, and more

- Security policies and controls

- Integration

- SLA policies and management

UKG TeleStaff Cloud specifications

Cloud Offering	
Environments: One standard production and one development (nonproduction) environment.	Included; more nonproduction environments are available for additional fees
Customer tenancy	Multitenant
Connectivity to service: User access to the UKG TeleStaff Cloud is via secure Transport Layer Security (TLS) internet connection using any supported device and browser. The customer is responsible for procuring reliable internet connectivity to the services. UKG TeleStaff Cloud internet traffic should not be filtered by proxy or caching devices on the customer network.	Included
SFTP accounts: The UKG TeleStaff Cloud SFTP service provides a generic endpoint for customers to import and export files — including people, payroll, accruals, schedules, punches, and more — between external data sources and your UKG TeleStaff Cloud solutions. The service includes two SFTP managed service accounts that customers may use to automate their integrations with UKG TeleStaff Cloud. All SFTP managed service account logins use public key authentication to secure files in transit. User accounts for individual (named) customer login are not supported by the SFT service.	Two logins included
Service level agreement	99.75% application availability
Application updates: Application updates will be applied automatically. See Application Updates section of this document for additional information.	Included
Maintenance window: Four hours once a week, according to a defined standard schedule. See Application Updates section of this document for additional information.	Included

Application updates

A weekly, four-hour maintenance period has been established by UKG to allow for maintenance and application updates to be performed within the UKG TeleStaff Cloud service to sustain the performance, reliability, and stability of the platform and applications. The UKG approach to maintenance is designed to minimize downtime whenever possible by leveraging a combination of blue-green deployment and rolling upgrade strategies.
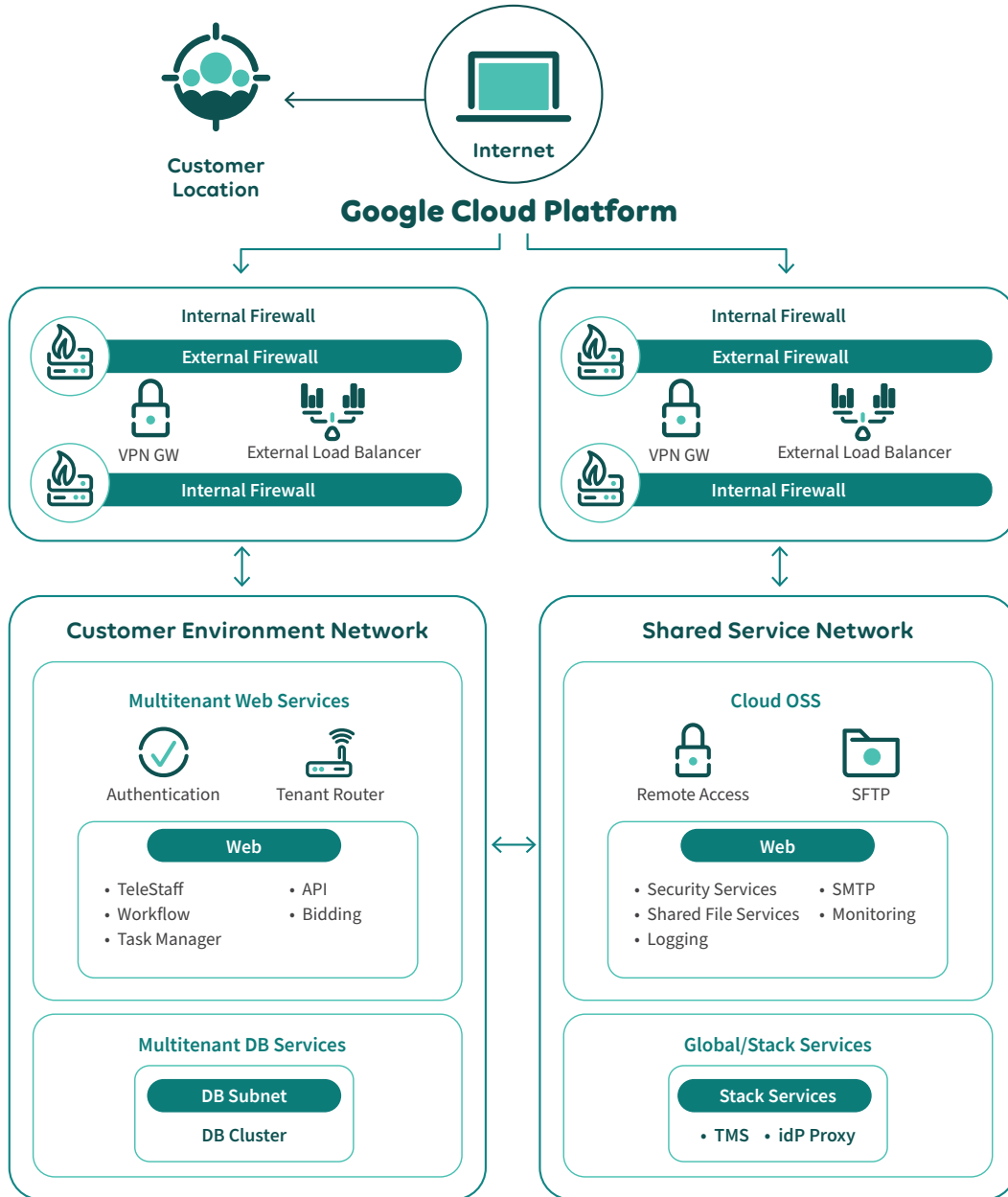
There are two types of application updates:

- Major release: May include new features, enhancements, new products, and bug fixes
- Minor release: May include new features and bug fixes
- Service updates: May include general maintenance

All application updates flow to the customer stack after internal testing.

Data center overview

Customer Location

Internet

Google Cloud Platform

Internal Firewall
External Firewall

VPN GW

External Load Balancer

Internal Firewall

Internal Firewall
External Firewall

VPN GW

External Load Balancer

Internal Firewall

Customer Environment Network

Multitenant Web Services

Authentication

Tenant Router

Web

- TeleStaff
- Workflow
- Task Manager
- API
- Bidding

Multitenant DB Services

DB Subnet

DB Cluster

Shared Service Network

Cloud OSS

Remote Access

SFTP

Web

- Security Services
- Shared File Services
- Logging
- SMTP
- Monitoring

Global/Stack Services

Stack Services

- TMS
- idP Proxy

Cloud data flow:

Type of Data	Method of Flow
End-user web traffic	All traffic is via secure HTTPS (TLS) and WebSockets Secure (WSS) over the internet
File transfers	Outbound and inbound file transfers to and from the customer's environment are initiated by the customer and transmitted securely via SFTP
API traffic	All API transactions are via HTTPS (TLS)

Security programs and processes

At UKG, data security is a top priority. Our Chief Information Security Officer is the designated management representative responsible for implementing policies and procedures to protect and safeguard our customers' data. As part of our corporate commitment to security, all UKG employees are required to complete security and privacy awareness training within 60 days of hire and annually thereafter. UKG TeleStaff Cloud is subject to AICPA SSAE 18 SOC 1 and SOC 2 audits on an annual basis for security, availability, confidentiality, privacy, and processing integrity criteria. Such audits must be carried out by an independent, tier 1, certified third-party auditing firm, and the resulting reports are provided to the customer upon request.

Customers have the ability to configure application security and logical access per their organization-specific business policies and processes.

Integration

If you are having UKG TeleStaff Cloud interfaces developed, data integration between cloud-based UKG applications and other third-party systems is achieved via customer-initiated SFTP file transfers or via publicly available APIs. These transfers enable you to seamlessly and securely move data between systems, such as uploading an employee master file for import into the UKG workforce management system or downloading a payroll data file each pay period. Other customized integration options are available at an additional cost.

UKG-based username and password authentication is provided.

Single sign-on support:

UKG TeleStaff Cloud supports SSO enabled by SAML 2.0.

Single sign-on (SSO) allows users to access authorized network resources seamlessly, on the basis of a single login or user authentication that is performed when they initially access the network. SSO can improve the productivity of network users, reduce the cost of network operations, and improve network security.

SLA policies and management

The purpose of the SLA, a service guarantee between UKG and your organization, is to set clear customer expectations for service uptime and availability of workforce management solutions delivered by UKG and to establish financial penalties should we fail to meet those availability promises. The standard SLA stipulates 99.75% availability of a customer's workforce management solution(s) and specifies credits paid to the customer if these terms are not met per the SLA.

Each UKG TeleStaff Cloud customer receives availability metrics to maintain transparency and ensure adherence to the SLA.

Currently supported technology

UKG TeleStaff Cloud is built for mobile first — using mobile-responsive design — meaning it is optimized for the device that is accessing it. It is device-agnostic, elegantly transitioning from desktop to tablet to phone while delivering all features across all screen formats. Being device-agnostic lets our users learn UKG TeleStaff Cloud once and use it anywhere. This mobile-first approach provides real flexibility for users — allowing them to manage in the moment, whenever and wherever.

Desktop requirements			
Browser		**Operating System**	
Vendor	**Product**	**Vendor**	**Product**
Microsoft	Edge	Microsoft	Windows 10
Google	Chrome	Microsoft	Windows 7
		Microsoft	Windows 10
		Apple	OSX
		Google	Android
Apple	Safari	Apple	OSX
		Apple	iOS
Mozilla	Firefox	Microsoft	Windows 7
		Microsoft	Windows 10

*Tier 2 support except for Windows-supported OS

UKG supports the most current release of the above products

CPU	2 Core Intel i5u 1.9GHz or equivalent
RAM	4GB or equivalent
Cache	256KB/L2 recommended
Display	1,024 x 768 with 256 color recommended; minimum graphics memory: 128 MB
Hard disk space	Minimum free disk space: 100 MB
Network protocol	HTTPS
Network bandwidth	LAN connection: Gigabit network recommended
	WAN connection: Fractional T1 or (T1+ recommended)

Smartphone and tablet browser requirements	
Browser	
Vendor	**Product**
Google	Chrome
Apple	Safari

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. One of the world's leading HCM cloud companies today, UKG and our Life-work Technology approach to HR, payroll, and workforce management solutions for all people helps more than 75,000 organizations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work. To learn more, visit ukg.com.

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