



# UKG TeleStaff Cloud

## Technical Overview



## 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 solutions in the Google 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.***

---

UKG TeleStaff Cloud reimagines what's possible in modern workforce management and scheduling technology. This exciting solution from UKG provides a breakthrough employee experience and unprecedented levels of operational insight to help you work smarter — anytime, anywhere — in the modern cloud. Every dimension of the Platform — including the underlying architecture, user experience, functionality, integration, data access, delivery, and support — is designed to help you optimize your valuable people resources.

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)

As the foundation of our future-ready solution, the Platform delivers many benefits, including:

- **Powerful interface tools** to integrate with virtually any HR, payroll, CAD, RMS, and timekeeping system you may be using to easily exchange employee, payroll, schedule, and timekeeping data to save time, increase data accuracy, and improve workforce efficiency.
- **Seamless connection** with other UKG solutions to provide a comprehensive platform of workforce management, timekeeping, talent management, HR and payroll capabilities enabling you to consolidate data from a single vendor.
- **Robust API data sources** that provide access to your organization's data to make data-driven decisions.
- **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
- **A unified information architecture** that gives you complete data access for on-demand reporting and analysis — with no need for special technical expertise

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	
<p><b>Environments:</b> One standard production and one development (nonproduction) environment.</p>	Included; more nonproduction environments are available for additional fees
<p><b>Customer tenancy</b></p>	Multitenant
<p><b>Connectivity to service:</b> 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.</p>	Included
<p><b>SFTP accounts:</b> 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.</p>	Two logins included
<p><b>Service level agreement</b></p>	99.75% application availability
<p><b>Application updates:</b> Application updates will be applied automatically.  See Application Updates section of this document for additional information.</p>	Included
<p><b>Maintenance window:</b> Four hours once a week, according to a defined standard schedule.  See Application Updates section of this document for additional information.</p>	Included
<p><b>Disaster Recovery:</b> Recovery Time Objective (RTO): 24 hours  Recovery Point Objective (RPO): 4 hours</p>	Included
<p><b>Encryption:</b> Data encryption in transit and at rest is included</p>	Included
<p><b>Third parties</b> Customers may contract with third-party implementation providers to configure and/or implement their UKG TeleStaff Cloud applications. In such cases, the customer will be responsible for creating user accounts, maintaining permissions, and disabling user accounts for all third-party resources that require access to their UKG TeleStaff Cloud solutions. Note that service and support accounts are available to authorized UKG™ resources only.</p>	
<p><b>Security compliance</b> AICPA SSAE 18 SOC 2 Type II  See Security Programs and Processes section for additional information</p>	

# 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 three types of application updates:

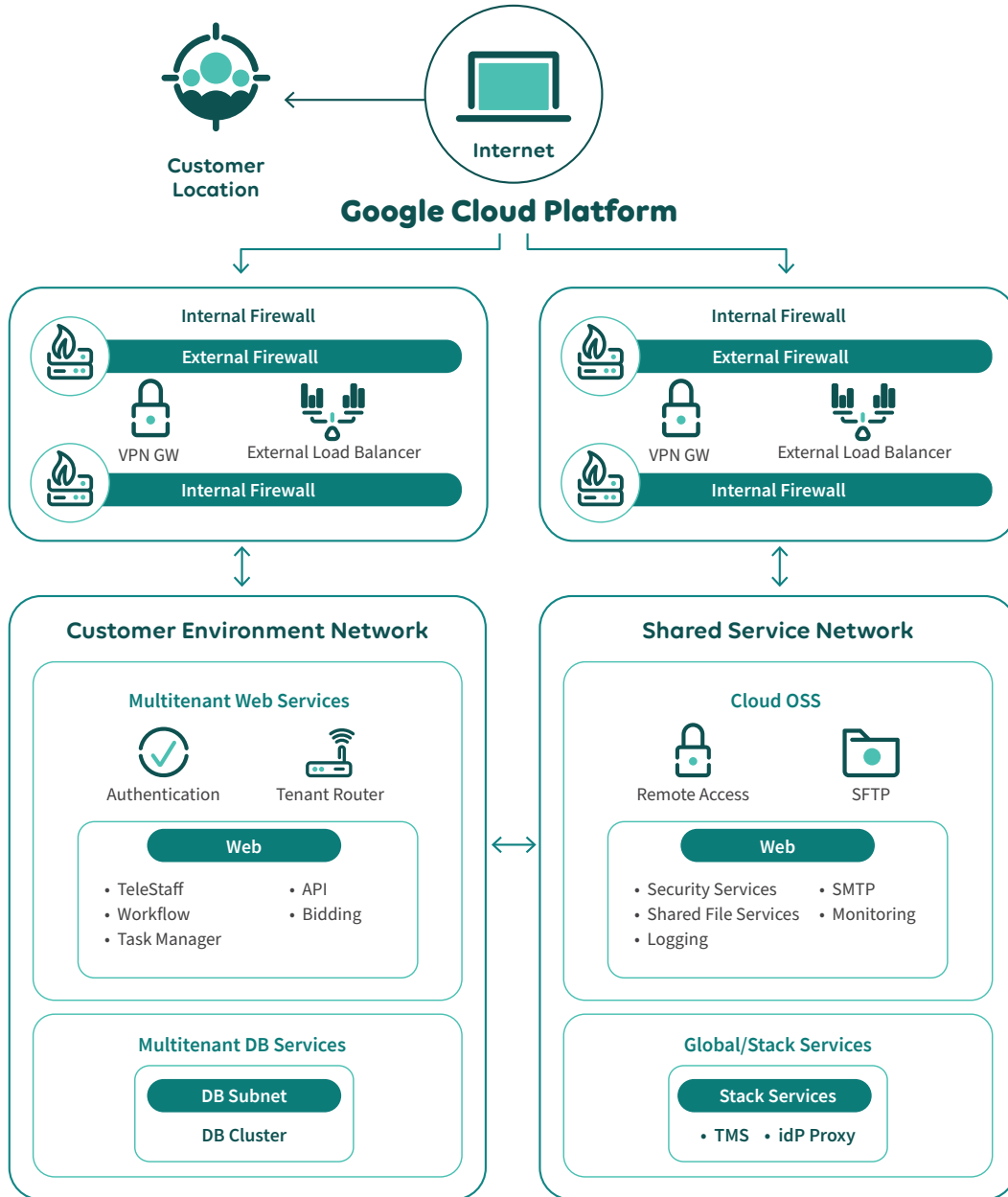
- Major release: May include new features, enhancements, new products, and bug fixes
- Minor release: May include new features and bug fixes
- Service updates: May include general maintenance

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



# Data center overview

## Architecture/system design:



UKG TeleStaff Cloud leverages the Google Cloud platform to provide a strong infrastructure as a service (IaaS) platform. Hosting UKG TeleStaff Cloud in the Google Cloud provides a number of significant advantages, including:

- Elasticity to support peak processing demands
- Access to the Google Fiber network (where available)
- An industry-leading data center infrastructure optimized and managed by Google
- Geographic agility
- Capacity on demand
- Faster time to provision

### 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 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 2 Type II audits on an annual basis for security, availability, and confidentiality 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.

## 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. UKG TeleStaff Cloud also supports basic authentication for non-SSO users.

The UKG TeleStaff Cloud authentication service provides a highly available federated SSO service for user login to resources in the UKG TeleStaff Cloud network from the customer organization's desktops, work-from-home devices, and mobile devices. For customers that have not migrated to SSO, the UKG TeleStaff Cloud authentication service also supports basic authentication for login to the solution's cloud network.

Other SSO considerations include:

- Users have a single-entry point into the UKG TeleStaff Cloud network from which access to protected web pages can be controlled.
- SSO customers can use their existing identity provider (IdP) to manage their user accounts and credentials, including use of multifactor authentication (if enabled in their IdP system).

UKG TeleStaff cloud supports the industry standard SAML 2.0 protocol for SSO integration. As a result, SSO can be achieved via readily available methods supported by a wide variety of IdP technologies.

## 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 10/11	
Google	Chrome	Microsoft	Windows 10 /11	
		Apple	OSX	
		Google	Android	
Apple	Safari	Apple	OSX	
		Apple	iOS	
Mozilla	Firefox	Microsoft	Windows 10/11	

\*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 80,000 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://www.ukg.com).



**Our purpose is people**

© 2024 UKG Inc. All rights reserved.

For a full list of UKG trademarks, please visit [ukg.com/trademarks](https://www.ukg.com/trademarks).

All other trademarks, if any, are property of their respective owners.

All specifications are subject to change. SV0202-USv6