



# UKG: Customers Come First

## Key highlights

- The award highlights our commitment to providing superior customer service
- UKG is one of only two companies to receive recognition 24 years in a row



Award highlights continuing commitment to customer satisfaction

UKG has been recognized by Customer Relationship Management Institute, LLC (CRMI) with its NorthFace ScoreBoard Award<sup>SM</sup>, having received this award each year for the past 24 years. The award recognizes organizations that achieve excellence in customer satisfaction. UKG is one of only two companies to receive this prestigious award 24 years in a row.

### Customers Give UKG High Ratings

	2023
Support experience	91%
Implementation experience	95%
Education experience	98%
Equipment experience	96%

## 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](http://www.crmirewards.com).

“Building deep relationships with our customers is at the core of every interaction. It’s an honor to receive the NorthFace ScoreBoard Award, based directly on customer and end-user feedback, for the 24th consecutive year. Our commitment, both today and in the future, is to be a partner for life to every UKG customer, delivering the solutions, services, and support necessary to create a great place to work for all.” said Bob Delponte, SVP. Customer Success and Employer Services 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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