

Enhanced Success Plan

Amplify business outcomes with tailored success paths and technical expertise

One-on-one success management

The Enhanced Success Plan is focused on helping you uncover the full value of your UKG™ (Ultimate Kronos Group) solution by teaming you with expert-level resources. You'll experience rapid results from reliable partnerships with key UKG resources who will help you take optimization to the next level and establish an outcome-driven long-term plan for realizing the success you expect.

Features	Description
Support Services	
Local Time Zone Support	24-hour x 7-day support, 1-hour response time
24x7 Mission-Critical Support	Immediate and ongoing support for a critical issue with no available workaround, when the system or a module may be down, major system degradation or data corruption is experienced, or other related factors are present
Integration/API Support	Enhance and update existing integrations and API customizations
Success Services	
UKG Kronos Community	Always-on access to rich content, how-to articles, discussion boards, and a direct connection to other customers in your industry
UKG Onboarding Experience	Step-by-step guidance from the beginning of your UKG journey to help you reach your business goals and know what to expect along the way
UKG KnowledgeMap™	Industry-leading online education portal providing anytime, anywhere access to your learning resources
Success Management	
Customer Success Manager	A dedicated industry expert helps you realize business value from your software investments by aligning UKG with your company's roadmaps, conducting executive business reviews, and acting as your trusted advocate

Success Management	
New Feature Review and Activation	Periodic product release review and new feature recommendations based on your business goals, with assistance in activating them in your UKG environment
Configuration Review	Optimize use of your UKG solution based on your usage patterns
Industry Best-Practices Review	Review solution configuration and use of your UKG solution against industry peers, and provide best-practice recommendations to drive additional value

The Enhanced Success Plan also offers the opportunity to purchase additional services to help you enhance your UKG experience.

- **Technical Account Manager:** Named industry and/or product expert providing dedicated technical support for your UKG solution
- **UKG KnowledgeMap Live:** In-depth classroom training by certified UKG instructors with deep industry expertise to ensure your functional and technical teams are fully prepared for deployment and future releases
- **Help Desk Services:** Frontline end-user support of your UKG application, dedicated support lines, and proactive system monitoring 24 hours per day
- **Managed Services:** Receive ongoing configuration support, regular analysis, and creative solution suggestions from expert workforce management consultants



Our purpose is people

Building on 70 years of experience from two leaders in HR solutions, UKG™ combines the strength and innovation of Ultimate Software and Kronos®. Individually, we’ve always put people at the center of everything we do. Together, we’re committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.