

Essentials Success Plan

Accelerate value through a digital, self-service, community-based model

Bundled to meet your fundamental needs

The Essentials Success Plan is the foundational success plan for all UKG™ (Ultimate Kronos Group) customers. This level of service provides the support, coverage, and resources you'll need to keep your solution up and running effectively. Optimize productivity and performance with cross-functional support, comprehensive education tools, and outcome-driven customer success management.

Features	Description
Support Services	
Local Time Zone Support	8 a.m.–8 p.m. M–F support, 2-hour response time to cases
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
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 team of industry experts dedicated to helping you find answers to your questions, navigate challenges, and celebrate success

The Essentials 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
- **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.

© 2021 UKG Inc. All rights reserved. For a full list of UKG trademarks, please visit ukg.com/trademarks. All other trademarks, if any, are property of their respective owners. All specifications are subject to change.