



# UKG Dimensions Solution Guide

## Manage Tomorrow's Workforce Today

Regular

38:30

Safety

12:00

Jury duty

7:30

Overtime

5:00

Sick

4:00

My Time Summary

Sort by Status

Insulet corp. Over budget 13:45 of 12

Time Entry

Ansell Ltd. 1:15 remaining

5 of 7

Elektro AB 4 remaining

6 of 10

Submit Start timer

Resolve system malfunctions

Enter time

My Timecard

Manage Leave of Absence

Employee

Adam, Eliza

Go

Go to Leave of Absence

Manage Attendance

13 policy actions are required

Adams, Eliza (Verbal Warning)

Go to Attendance Details for

Select an employee

Go to Attendance

Home

My Profile

Michael Martin

My Notifications

5 My Requests

10 Requests

3 Tasks

5 Reminders

2 Collaborations

Manage Attendance

13 policy actions are required

Adams, Eliza (Verbal Warning)

Go to Attendance

My Schedule

May 12 - 16, 2017

May 12 08:00 - 19:00

May 13 08:00 - 19:00

May 14 08:00 - 19:00

May 15 08:00 - 19:00

May 16 08:00 - 19:00

May 17 08:00 - 19:00

May 18 08:00 - 19:00

My Time Off

Sub (20 Hours Available)

Totals by Paycode

# Welcome to the future of workforce management

Breakthroughs in technology affect nearly every dimension of our lives, from how we interact with friends to how we run our organizations. We are now more connected, collaborative, and dependent on information for better insight and outcomes than ever before.

With huge amounts of data passing through billions of devices around the world (and growing), the ability to stay connected and leverage these vast stores of data is redefining what's possible for today's organizations — from accessing new markets and developing new products to offering better customer service. And new innovations help meet these challenges.

Workforce management innovators are harnessing the power of evolving technologies in four key dimensions — cloud, mobile, data science, and social — to develop tools that increase productivity and drive better business outcomes.

However, despite all the ways in which new technologies are changing the way we work, there remains one constant: people. Organizational success depends on this invaluable resource — because the more new technologies expand our vision, the more we need an engaged workforce to make that vision a reality.

That's why we created UKG Dimensions.™

## In this guide

Learn more about this exciting advancement in workforce management and how you can engage and inspire your people to more fully realize your organization's goals.

- New dimensions in work
- Work in a modern cloud
- Work your way
- Work smarter
- Customer success

# New dimensions in work

The automation of critical workforce processes such as timekeeping, scheduling, and leave management is still at the core of the most effective workforce management solutions. But to be future-ready, a new solution needs to leverage the latest smart technologies.

Based on our long history of delivering workforce innovation, UKG Dimensions represents the next generation of workforce technology. Every dimension — the underlying architecture, user experience, functionality, integration, data access, delivery, and support — is designed to help you optimize your most valuable resource: your people.

Supported by our decades of domain knowledge and powered by our industry-first UKG D5 Platform™, UKG Dimensions provides a breakthrough employee experience and an unprecedented level of operational insight into your workforce management practices, allowing you to:

## Work in a modern cloud

That leverages new technologies and works seamlessly with your existing systems.



## Work your way

To empower and engage your workforce — from any place on any device.



## Work smarter

By streamlining workforce management practices and providing insights for delivering better business outcomes.



Work in a modern cloud

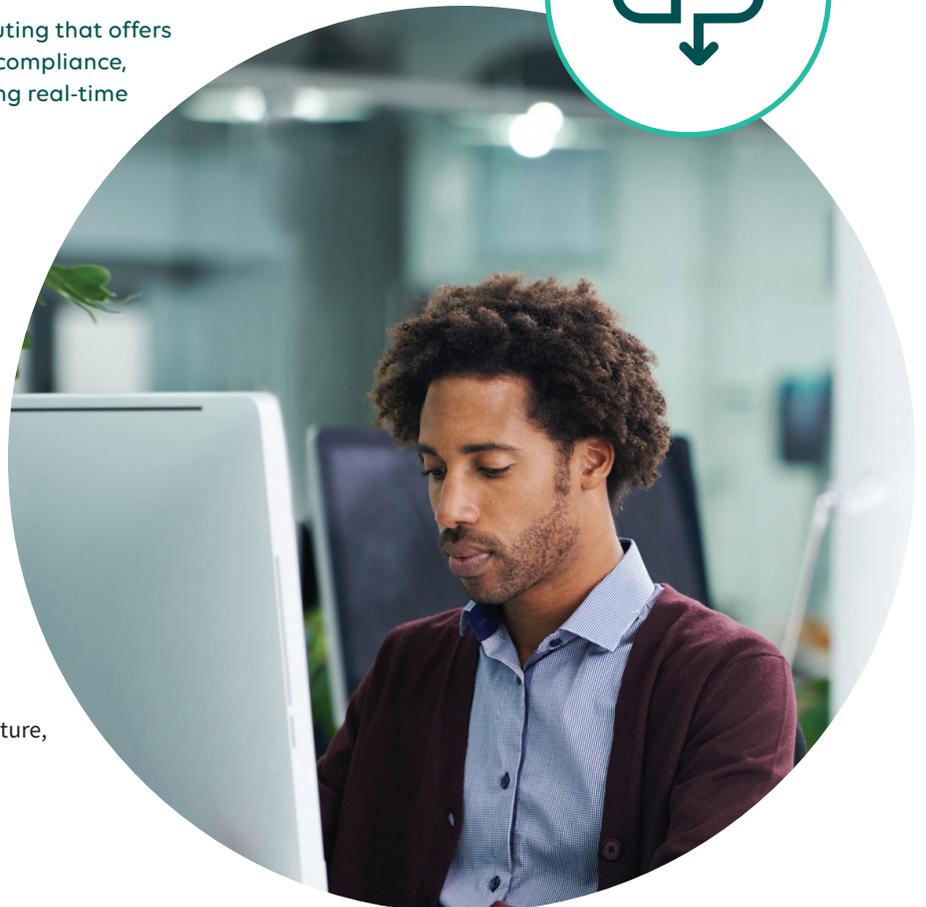
# A platform for the next generation of workforce management

It was clear in the earliest development of UKG Dimensions that traditional platform architectures would not be sufficient to power its advanced capabilities. **So we built one.**

As the foundation of our future-ready solution, the intelligent UKG D5 Platform in the cloud delivers such industry firsts as:

- 1 A robust API and integration framework that provides extensibility and simplifies integration with other systems with time-saving prebuilt connectors for people, payroll, accruals, and more.
- 2 Artificial intelligence that drives smart, predictive solutions, including powerful k-means clustering algorithms to identify compliance risks in real time, and market-leading machine learning applications that dramatically improve forecast accuracy.
- 3 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.
- 4 A flexible domain model based on decades of workforce management experience that provides flexibility and consistency across the suite to help you solve even the most complex business problems from anywhere in the application.
- 5 A unified information architecture that gives you complete data access for on-demand reporting and analysis — with no need for special technical expertise.

In addition, the UKG D5 Platform powers UKG Dimensions in the Google public cloud, leveraging Google's substantial investments in global infrastructure, security, and ongoing innovation.



Work your way

# The functionality you need, when and where you need it

Today's multigenerational workforce expects a personalized technology experience that helps them be productive and engaged during their workday — and it needs to be as familiar and intuitive as the applications they use outside of work. UKG Dimensions delivers:

- **A consumer-grade experience** for your entire workforce through an attractive, intuitive user interface and easy personalization. The system allows you to get the data you want, exactly how you want it. You can follow employee information through each application and make changes at any point, and perform the most frequent workflows with a minimum number of clicks.
- The ability to **work anywhere on any device**, thanks to a mobile-first responsive design standard that lets you transition seamlessly from desktop to tablet to phone.
- **Collaborative scheduling** that gives employees and managers more input into and control over how their schedules are built. Employees can set work preferences using an intuitive map interface and other familiar visual cues; managers can create best-fit schedules and easily navigate challenges such as aligning labor to demand and balancing workload.
- **Timekeeping for salaried employees** that simplifies tracking of duration-based, project-based, and nonworked time for professionals and adds convenient calendar integration with Microsoft Outlook.
- The ability to meet **industry-specific requirements** to help you reach your specific objectives for productivity, compliance, cost control, and employee engagement.



Work smarter

# Predictive capabilities to better anticipate needs and issues

UKG Dimensions can help solve some of your most critical workforce management issues by providing proactive insights and recommendations before potential issues negatively affect engagement and the bottom line. It has the predictive capabilities you need to make smarter, faster business decisions.

## UKG Advisor: The personal digital consultant for the workforce

UKG Advisor brings the intelligence of consumer technology to workforce management. It automates routine, time-consuming manager decisions by aggregating data across multiple sources, analyzing that data, and acting on it. And the system is designed to constantly learn and improve to help solve increasingly complex problems for managers each day.

## Real-time compliance management that helps prevent problems before they happen

UKG Dimensions provides visibility into potential compliance risks with real-time projections that predict possible violations before they occur, automatically helping to keep your organization in regulatory compliance — and freeing up valuable time for managers.

## Analytics: Now anyone can be a data scientist

Real-time KPIs are as simple as turning on the ones you want and having the system calculate them immediately — with no long implementation times or learning curves. UKG Dimensions Dataviews allow you to access and analyze data by employee, organization, and project using easy Excel-like functionality. You can sort, filter, group, and calculate data to discover trends and visualize using charts and graphs displayed right in the Dataview.

## Forecasting so accurate, your schedules will be close to perfect

UKG Dimensions applies machine learning via the powerful UKG D5 Platform to analyze historical trends, learn from that data, and constantly update the system to provide more accurate and efficient forecasting and scheduling. Predict sales and labor with unprecedented accuracy with schedules that provide optimal coverage — helping to control costs, improve customer service, and drive your business.



Customer success

# Committed to ensuring UKG Dimensions meets your needs

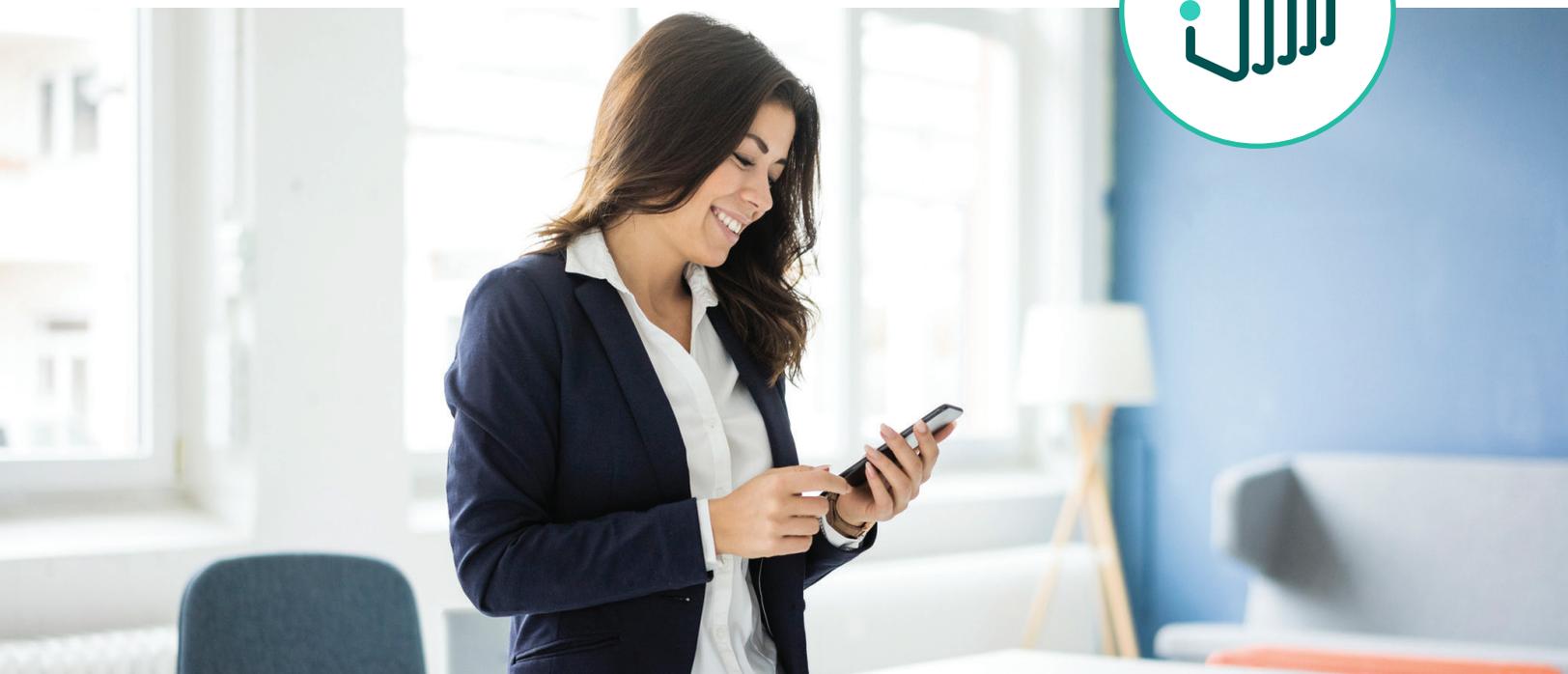
Delivering an outstanding customer experience that's proactive, personal, and proven is our number one priority at UKG (Ultimate Kronos Group). So when you implement a UKG solution, you get our Customer Success promise that we won't just send you off into the sunset with a map and a "good luck!" We'll guide you to workforce management success, and then hop in the passenger seat to make sure you stay on track, informed, and empowered to move forward with everything you need to succeed.

UKG Standard Success is our benchmark customer success plan that is included with your product license and provides the coverage, resources, and reporting you'll need to optimize productivity and performance, including:

- **24/7 support for infrastructure outages:** Always-on maintenance for application availability and outages
- **UKG Kronos Community access:** Self-solve issues, access Knowledgebase articles, and open support cases
- **Local Time Zone Support:** 8-5 callback support and two-hour email response time to cases M-F
- **In-Context Support:** Screen-specific, built-in product assistance
- **UKG KnowledgeMap™ Learning Portal:** Access to self-paced eLearning and webinars
- **Access to Customer Success:** Partner with an industry-specific advocate and advisor who will help you achieve your desired business outcomes
- **Customer Health Monitoring:** Evaluate customer experience metrics so UKG can proactively identify and address potential issues
- **Success Reporting:** Automated success dashboard provides usage data and success tips

**UKG Dimensions delivers a modern, intuitive, mobile-first SaaS experience, which we believe will empower managers and employees in our fulfillment center and 450 stores to make better, faster business decisions — ultimately providing a better experience to our customers.**

**Connie Fumich**  
Director of IT, Things Remembered



UKG Dimensions has enhanced our Housing & Dining Services employee experience. It's easy to use, helps improve compliance, and facilitates better decision making.

**Chris Mullen**  
Director of HR Housing & Dining Services,  
University of Colorado Boulder



## Every dimension is designed to help you optimize your most valuable resource

UKG has a long history of delivering workforce innovations that help organizations manage technological change and shape their future of work, making us uniquely qualified to envision next-generation solutions that leverage new dimensions in work. And it is this vision on which UKG Dimensions is built.

Whether your goals are to increase productivity, improve compliance, control labor costs, or achieve better business outcomes through engaged employees, you can rely on UKG more than any other vendor to help manage your workforce. And with UKG Dimensions, you now have the technology tools you need — built on the vast power of evolving technologies — to manage your workforce of the future today.

## About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit [ukg.com](http://ukg.com).

Put UKG Dimensions to work for you:  
**+1 800 225 1561 | [ukg.com/ukgddimensions](http://ukg.com/ukgddimensions)**



Our purpose is people

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