



User Adoption Services

Realize faster time to value by focusing on users

The success of your solution depends on your people

When you invest in a UKG™ (Ultimate Kronos Group) solution, you want to realize smart value fast. User Adoption Services focus on helping your people adopt your new or updated system for rapid time to value. Our team uses a structured change management approach that helps you achieve business results quickly — and with less pain — by addressing the three critical aspects of user adoption:

- **Speed:** Helping your users accept and adopt your solution as quickly as possible
- **Utilization:** Helping all your people learn to use the system
- **Proficiency:** Helping your users take full advantage of the system features and functionality relevant to their roles so they perform at the level expected

Manage the people side of change

Has your organization ever invested in a solution that didn't yield the expected results? This can happen when your people resist using the new tool or they don't know how to use it the right way. That's why it's so important to focus on users when implementing a new or upgraded software solution.

Whether you're asking employees to change the way they punch in or request time off or you're asking managers to change the way they approve timecards or create schedules, you need to make sure your workforce is ready and willing to embrace the new tools and processes.

Key benefits

Speeds time to value by helping you achieve fast, effective user adoption

Identifies and fosters behavior changes needed to maximize user adoption rates

Delivers targeted training and communications to increase user acceptance and proficiency

Engages executive leadership to help drive results and optimize project success

Maximizes return on your UKG investment for the experience you expect



Choose the right level of support

Our global team of Prosci®-certified change management consultants can help you engage senior leadership, communicate goals and expectations, deliver targeted training, and reinforce behavioral changes to boost adoption rates and drive project success. Your organization can choose the level of support that best fits your needs and resources:

- **Advise Services:** UKG delivers workshops and coaching to guide you in creating your own change management plans and deliverables
- **Assist Services:** UKG assesses your goals and readiness, prepares a change management plan, and helps you create communication and training deliverables for targeted user groups

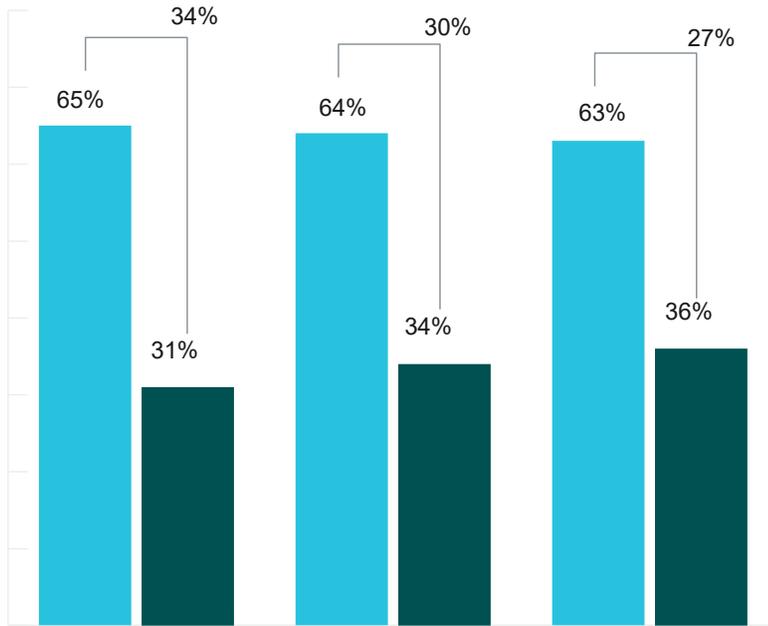
Our industry expertise and proven best practices can help you achieve the results you expect from your solution: reduced labor costs, minimized compliance risk, and improved workforce productivity.

User Adoption Services: How we help drive the results you expect

Change Management	<ul style="list-style-type: none">• Assess your organization's goals and readiness for change• Identify the behavioral changes users will need to make• Engage executive leadership and project sponsors to drive change• Communicate effectively with targeted users• Train different user groups with standard or custom content• Reinforce required changes and manage resistance
End-User Training	<ul style="list-style-type: none">• Assist in developing your solution training strategy and detailed end-user training plan• Prepare role-based learning paths in our portal of online resources• Customize training materials in a variety of formats including classroom, online, self-study, and point-of-need• Create learning exercises that reflect your specific system configuration and processes• Conduct train-the-trainer programs• Deliver training to your end-user audiences• Evaluate training and assess skills
Performance Support	<ul style="list-style-type: none">• Develop on-the-job, in-the-moment performance support tools, including print and online interactive job aids and task simulations

Effective change management equals project success

According to a Project Management Institute study, strategic initiatives with highly effective change management are twice as likely to be successful than those with minimally effective change management.¹



- Highly Effective Change Management
- Minimally Effective Change Management

¹ Tricia S. Cabrey and Amy Haughey, *Enabling Organizational Change Through Strategic Initiatives*, Project Management Institute, Inc., (2014), at 7, found at <http://www.pmi.org/~media/PDF/Publications/Enabling-Change-Through-Strategic-Initiatives.ashx>.



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.