

# UKG for Banking

## Gain a stronger competitive edge by optimizing your workforce and branch experience

Customer behavior and advances in technology have dramatically changed the banking industry. Smart ATMs, mobile deposit, and branch appointment technology are redefining customer expectations around convenience and service. Banks can't afford to ignore these expectations, especially after years of industry turmoil and loss of consumer confidence.

Despite the growth of self-service and mobile access, there is still value in the branch. A recent study showed that even with the increased shift to digital-only banking customers (41% now compared to 30% pre-pandemic), a personalized branch experience still fills a critical role in customers' financial lives.<sup>1</sup>

Evolving to this streamlined branch model starts with optimizing your workforce. By hiring and retaining best-fit employees and managing them more effectively, your financial institution will be in a better position to provide a quality customer experience that drives satisfaction, loyalty, and bottom-line results.

UKG for Banking provides both comprehensive workforce management and customer connection solutions that can help forecast and schedule employees to demand and streamline your lobby service experience. With staff scheduling, customer connection, and appointment-setting software, bank staff can improve branch operations, optimize sales opportunities, and deliver an exceptional service experience to customers.

While customers have more digital banking tools than ever today, this past year (COVID-19) has shown us that consumers still value and rely on their banks' support: According to the J.D. Power 2021 U.S. Retail Banking Satisfaction study, nearly two-thirds (63%) of retail bank customers say their bank completely supported them during the pandemic, which drove an 86% increase in likelihood of reusing that bank, a 60-point increase in Net Promoter Score®, and a 48% decrease in problems or complaints. Specific bank actions that customers associate with support during the pandemic are waiving charges/fees, supporting the community, offering additional advice/guidance, and providing late payment forgiveness.<sup>2</sup>

<sup>1</sup> Businesswire, Financial Advice: A Service Few Retail Bank Customers Ask For - But Many Love, J.D. Power Finds (June 24, 2021)

<sup>2</sup> J.D. Power; U.S. Retail Banks Nail Transition to Digital during Pandemic, J.D. Power Finds. (April 27, 2021)

### Key benefits

**Automate time-consuming processes** to help you control PTO, leave, and overtime costs

**Increase operational efficiency** with accurate budgeting, forecasting, and scheduling that allow you to utilize your employees most effectively

**Increase employee and customer satisfaction** by putting the right people with the right skills in the right place at the right time

**Provide time savings and convenience** by allowing customers to schedule branch appointments

**Minimize workforce compliance risk** by automatically enforcing adherence to federal, state, and industry regulations and corporate policies

**Improve customer loyalty** by providing streamlined lobby sign-ins via computer, tablet, or kiosk — better capturing vital service data

## Deliver a quality customer experience

When there's fiscal pressure, the first reaction is often to cut staff wherever possible. But the net result can negatively affect customer experience — longer wait times, employees who lack the skills needed to address concerns, or missed opportunities to offer new products or services that might meet customer needs. Employee scheduling, customer connection, and appointment solutions from UKG (Ultimate Kronos Group) save time for managers and account holders and help you put the right staff in the right place to deliver exceptional customer service.

## Build and retain an engaged and effective workforce

Happy, satisfied employees inspired to go the extra mile for customers are the cornerstone of today's new branch model. UKG for Banking increases worker satisfaction through flexible scheduling and convenient self-service tools designed to empower and engage. Employees can view accrual balances, request time off, update their availability, and more via web, mobile device, or timeclock — freeing managers to focus on value-added activities that increase sales and customer retention.

What would it mean for sales and service if you could consistently hire best-fit candidates and improve the performance of existing employees by even just 5% or 10%? UKG for Banking enables you to identify patterns in the behaviors, skills, and competencies of top performers and use that information to optimize hiring and employee development practices. Better understand the ideal job candidate profile to improve hiring decisions. Determine gaps and take steps to help employees achieve their personal best. And put valuable insights to work for building a high-performance workforce that delivers results.

## Minimize compliance risk and avoid penalties

UKG for Banking helps you minimize risk associated with noncompliance. Accurate, automated tracking of hours worked and leave taken provides a full audit trail as well as visibility into planned and unplanned absences — and how much they're costing you. UKG for Banking facilitates compliance with the Fair Labor Standards Act, the Family and Medical Leave Act, and the Affordable Care Act as well as legislative, licensing, certification, and regulatory requirements.

## Transform your workforce into a competitive advantage

Don't miss out on a significant opportunity to improve employee engagement and retention, increase operational efficiency, boost profit margins, and deliver a quality customer experience. Let UKG for Banking help you manage your greatest advantage — your workforce — for a stronger competitive edge in today's challenging banking industry.



Put UKG for Banking  
to work for you:

+1 800 225 1561

[ukg.com/industry-solutions](https://ukg.com/industry-solutions)