



UKG Support Services

# Get Continuous Value and the Experience You Expect



# Improve performance. Gain efficiencies. Optimize value.

Exceptional service doesn't stop when your UKG Workforce Central™ system goes live. Our award-winning Support Services complement your existing resources and continually expand the value you receive from your Workforce Central solution. UKG (Ultimate Kronos Group) offers a variety of Support Services options to help every area of your organization — not just IT — achieve optimal software and hardware productivity and peak performance for improved bottom-line results.

Why are UKG Support Services so important? Outdated software can limit your organization's ability to work efficiently and effectively. Non-current hardware can hamper your ability to serve your employees — and for your employees to serve themselves. The results? Possible payroll errors. Potential legal and compliance issues. Schedule conflicts. Lost productivity. And diminished ROI. With so much at stake, it's in your best interest to line up the right Support Services plan to protect your UKG™ solution investment.

UKG Support Services provide an extensive array of tools to help you use and maintain your system for optimal efficiency. Providing access to a comprehensive knowledge base, customer groups, HR and Payroll Answerforce™, and more, the UKG Kronos Community is your one-stop resource for the information, advice, and support you need to stay productive. And if you can't find what you're looking for online, UKG support engineers are available to help resolve your issue.

No matter what business you're in, where you're located, or how many technical resources you have available, we have a support plan to fit your needs. UKG Support Services are always there — ready to deliver the experience you expect.

**Every time I've contacted UKG Support or opened a case online, I've received excellent service.**

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UKG Services and Distribution Customer

## Key benefits

- **Help ensure** that your UKG solution delivers continuous value over time
- **Stay current** with the most recent software and equipment service releases and the latest legislative and compliance updates
- **Find answers** to thousands of questions about UKG products from multiple data sources using global search in the UKG Kronos Community
- **Submit and track** support cases online via the UKG Kronos Community for quick diagnosis and efficient resolution
- **Access** HR and Payroll Answerforce for instant, authoritative, and relevant information and advice
- **Make connections** and share knowledge with fellow UKG users via customer groups in the UKG Kronos Community
- **Minimize** business disruption with timeclock support via our depot exchange or depot repair plan
- **Get** one-to-one support from a UKG technical account manager (TAM) who understands your specific business needs with our Plus TAM Support plan
- **Receive** the next release of your UKG products free of charge, so you can take advantage of new features and functions

# Software Support Services

Get the answers and assistance you need — when you need them. Offering a variety of Support Services options, UKG lets you decide which features matter most to your organization and select the plan that best meets your requirements. That way, you get just the right level of support to keep your UKG applications performing at their peak for faster return on your investment in workforce management technology.

## Gold Support Plan

Our Gold Support Plan is designed to help you stay current with product news and industry trends, as well as software and legislative updates. In addition, it provides access to the tools and comprehensive information you need to diagnose and resolve issues — quickly and efficiently — so you can optimize productivity and realize greater value from your UKG investment.

With the Gold Support Plan, your organization receives:

- Software assurance – service releases, upgrades, and legislative updates
- Coverage during standard business hours: 8:00 a.m. – 8:00 p.m. Monday through Friday
- Unlimited case (incident) generation and management
- Case escalation, resolution, and confirmation
- Online access via the UKG Kronos Community to:
  - Support cases: web-based case logging and tracking
  - Comprehensive, searchable knowledge base
  - Customer groups
  - System documentation

## Platinum Support Plan

This plan provides all the services included with Gold Support, along with:

- Access to support 24 hours a day, 7 days a week
- Faster response times for high-priority cases

## Plus TAM Support Plan

*Plus TAM Support*, which can be purchased with the Gold or Platinum Support plans, delivers the added benefit of a dedicated, senior-level TAM assigned to your account. Providing expertise gained through years of software industry experience, multiple technical certifications, and extensive training on UKG products, your TAM will:

- Pretest service releases on our copy of your database
- Facilitate rapid case resolution to maximize system availability and efficient business operations
- Offer insight into support issues experienced by other UKG customers, helping you avoid the same situations
- Serve as your internal advocate, representing your interests so that your unique needs are met
- Conduct regular status calls to review issues lists
- Work with your team to keep the UKG environment set for optimum efficiency

The payoffs? System issues are resolved promptly. Your UKG applications run at peak performance. Workforce management proceeds smoothly. And your employees stay productive and satisfied.

# Equipment Support Services

UKG Equipment Support Services provide options for UKG device exchange, repair, or software maintenance. These services are designed to keep your timeclock software current and/or to minimize disruption to your business in the event of timeclock malfunction.

## Depot Exchange Services

As needed, UKG will send a replacement timeclock on an advance exchange basis by next-business-day delivery where available. When you receive the replacement, you simply return your broken unit to UKG for repair. This cost-effective option includes Device Software Maintenance, which provides access to equipment service releases via the UKG Kronos Community.

## Depot Repair Services

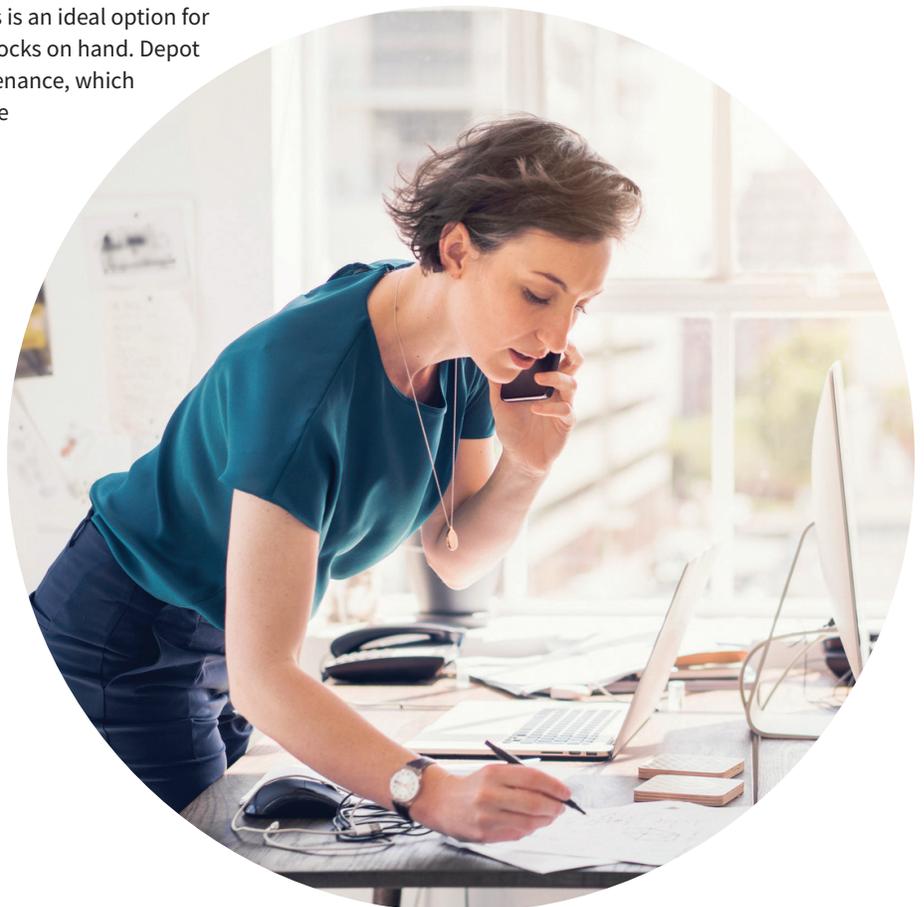
With Depot Repair Services, you send your broken devices to UKG; we will repair and return them to you within 10 business days. This is an ideal option for organizations that keep an inventory of spare timeclocks on hand. Depot Repair Services also includes Device Software Maintenance, which provides access to equipment service releases via the UKG Kronos Community.

## Device Software Maintenance

When it comes to UKG equipment, some customers choose to manage timeclock repair themselves and only want access to device software updates. This service option lets you download equipment service releases from the UKG Kronos Community to help ensure that your timeclock software is always up to date.

The online support and remote access to our environment serves as a vital tool to quickly resolve issues.

UKG Manufacturing Customer



# What Sets UKG Support Services Apart?



## UKG Kronos Community

The Community helps you make the most of your UKG solution by putting tools and resources at your fingertips in a collaborative, intuitive online space that makes opening a case and accessing support easier than ever. Streamlined and searchable, the information you need is just a click away.

Thousands of members are already active in the UKG Kronos Community — sharing product ideas, chiming in on valuable discussions, and collaborating with an engaged network of peers. Come on in, see who's here, share your voice, and explore this comprehensive Community designed with your workforce success in mind.



## Global search

Have questions? The UKG Kronos Community is fully searchable. The global search bar will make appropriate suggestions, helping you optimize your search term and access the best possible answer. Results include knowledge base articles, documentation, technical advisories, service packs, discussions, answers, and more. Or, to submit a question to Community peers, simply post it to the Get Answers section.



## Support case management

Creating a support case in the UKG Kronos Community is easy when you use the Cases menu button. Just provide a case title, description, search your account name or solution ID in the field, and then submit. Once you create a case, you can also add attachments. If you have multiple cases open at once, managing them is simple when you filter by case owner, case status, or date range. And if you're a customer or a partner with multiple solution IDs, simply filter by your solution ID for quick access to the case you want.



## Customer groups

Connect with UKG customers, partners, and product experts in discussion groups that are organized by product, industry, or special interest. With hundreds of active UKG Kronos Community members, there's always a valuable conversation to jump in on. Join product-specific alert groups to receive emails about high-priority product issues like service pack releases, technical advisories, and more. And staying up to date on your industry is easier than ever when you follow news as it develops in industry-specific groups.



## HR and Payroll Answerforce

This comprehensive resource center, found on the Learn page of the UKG Kronos Community, delivers up-to-date human resources, employment, regulatory, benefits, and compensation information through Wolters Kluwer. It's a gold mine for HR and payroll professionals who want to work smarter and stay informed about what's happening in their field.



UKG has received the NorthFace ScoreBoard Award<sup>SM</sup> from the Omega Management Group Corp. for excellence in customer satisfaction in the areas of implementation, support, and business relationship services. Omega presents this award — the “Oscar” of the customer service industry — annually to organizations that consistently exceed customer expectations.

### 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](https://ukg.com).

Put Support Services to work for you:

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[ukg.com/workforce-central-support-services](https://ukg.com/workforce-central-support-services)



Our purpose is people

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