



UKG: Customers Come First

Key highlights

- The award highlights our commitment to providing superior customer service
- UKG is one of only two companies to receive recognition 22 years in a row



About the surveys

UKG engages CRMI, specialists in customer experience management strategy and an independent quality auditing firm, to verify the results of the surveys that objectively and continuously measure customer perceptions of UKG, our products, and our services. For more detailed information on CRMI, please visit www.crmirewards.com.

Award highlights continuing commitment to customer satisfaction

UKG (Ultimate Kronos Group) has been recognized by Customer Relationship Management Institute, LLC (CRMI) with its NorthFace ScoreBoard AwardSM, having received this award each year for the past 22 years as Kronos Incorporated. The award recognizes organizations that achieve excellence in customer satisfaction. UKG is one of only two companies to receive this prestigious award 22 years in a row.

Customers Give UKG High Ratings	
	2021
Support experience	92%
Implementation experience	97%
Education experience	99%
Equipment experience	94%

“UKG is honored to receive the NorthFace ScoreBoard Award for the 22nd consecutive year. Receiving this award based on customer feedback exemplifies our dedication to exceeding our customers’ satisfaction and delivering the experience they expect,” said Chris Todd, president at UKG.

Award criteria

To be considered for the NorthFace ScoreBoard Award, a company’s senior management must do the following:

- Make a commitment to exceed customer expectations
- Implement a customer satisfaction program that identifies and corrects customer problems
- Measure customer satisfaction levels at least four times per year
- Achieve an overall score of 4.0 (or equivalent) or better out of a possible 5.0 (or equivalent) for a full year

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