



Onboarding Made Simple

Three steps to success

The UKG™ (Ultimate Kronos Group) onboarding process sets the stage for a successful journey. You'll receive step-by-step training, tools, and resources that will comprehensively guide you through each phase of our three-phase onboarding process. The experience begins the moment you become a UKG customer and ends when your solution is running successfully.

"There is value in having a Customer Success manager. We have someone within UKG who values our success as much as we do. Our Customer Success manager is not just someone we deal with on occasion. She is an advocate we turn to for guidance or a fresh perspective."

UKG Service Industry customer

1 Welcome

Set your objectives and prepare your team for a smooth start by getting acquainted with the tools and techniques designed to ensure you realize value from your UKG solution.

2 Deploy

Take the necessary steps to activate a fast deployment using our iterative, collaborative approach that will help ease the effort and drive rapid results.

3 Success

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1 Welcome Phase: Set your goals

You've signed your UKG contract. Now it's time to get acquainted with the resources you'll rely on throughout the onboarding process and complete the key steps necessary to ensure you're ready for deployment.

Our Customer Success team will get you started and communicate the actions you need to take leading up to your first meeting. In this meeting, you and your UKG team will discuss your business objectives, outline roles and responsibilities, and provide details on the deployment process. Our focus is to make sure you know what to expect from UKG every step of the way and understand what actions you can take to ensure your success. A series of emails will guide you to:

- Read the Thank You message and review information on what's ahead
- Register for the UKG Kronos Community and explore the Getting Started resources for the solution
- Set up your project team members with their training and education resources and begin your first courses

2

Deployment Phase: Initiate. Collaborate. Adopt.

Your project will kick off once we've established your objectives and you've completed the readiness activities prescribed for your team. UKG will navigate you through the Initiate, Collaborate, and Adopt phases of our iterative UKG Paragon Methodology deployment approach, designed to guide you toward a fast deployment and rapid time to value of your workforce solution.



Initiate



- **Collaboration** with your UKG team equals *less effort* for you and a better experience
- **Change management, testing, and integration strategy** conversations occur *early* and *often* to ensure preparation and success
- A **baseline solution** containing our recommended practices provides for *meaningful* conversations in alignment with *desired* outcomes

Collaborate



- **Solution Development Workshops** step through the *who* and *how* of solution use by persona
- **Integration Development Workshop** provides design assessments of all interfaces, including templates
- *Plan, strategize, and execute* **User Acceptance Testing** to ensure the solution meets desired outcomes
- UKG team supports your **Change Management and User Training** efforts to optimize success
- Collaborative **Deployment Preparation** ensures readiness to adopt the UKG solution

Adopt



- Appropriate administrator and end-user **training** completed
- You **deploy** your UKG solution to end-users and are supported through initial pay periods
- You are *well-prepared* for the transition to **Success and Support**, including *communication* with both teams
- UKG completes **project close** activities designed to provide a feedback loop for *continuous improvement* and *future success*

3

Success Phase: Leverage our continued support

Congratulations! You're live on your UKG system and using it to accomplish the goals you established during the Welcome phase. During the Success phase, we'll ensure you know how to leverage the resources that will support you during this stage of your journey and beyond, including our award-winning UKG Global Support and our Customer Success teams offering technical and strategic guidance.

We encourage you to stay up to date with your solution by attending product release and best practice webinars, user meetings, and UKG Works — the world's leading workforce information exchange; networking /engaging within the appropriate groups in the UKG Kronos Community; and subscribing to the *Workforce Matters* newsletter and the Working Smarter Café blog.



Our purpose is people

Connect with us online @UKG.com