

UKG Dimensions Success Plans

Leading you along the best path to your workforce management and human capital management success is our No. 1 priority. You can count on us to go the extra mile to deliver a proactive, personal, and proven experience by providing you with the training, thought leadership, tools, and data you need to succeed.

Our two Success Plans are designed to meet your unique organizational needs and help you maximize the full value of your UKG™ (Ultimate Kronos Group) solution.

Essentials: A digital, self-service, community-based approach

Enhanced: Personalized guidance, one-on-one success planning, and technical support

	Essentials	Enhanced
Included		
KGS Technical Support	8 a.m. – 8 p.m. Monday–Friday support 2-hour response time to cases	24 x 7-day support one-hour response time to cases
24x7 Mission-Critical Support	●	●
UKG Kronos Community	●	●
UKG Onboarding Experience	●	●
UKG KnowledgeMap™	●	●
Customer Success Manager	Team	Named
Integration/API Support		●
Configuration Review		●
Industry Best-Practices Review		●
New Feature Review and Activation*		●
Extras		
Technical Account Manager		Fees apply
UKG KnowledgeMap Live		Fees apply
Help Desk Services		Fees apply
Managed Services		Fees apply

*Assistance integrating new licensed and nonlicensed features under eight hours is supported.