



Advance to the Future of Work

Four tips for building a business case
for migrating to UKG Dimensions



Why Now is the Right Time to Migrate

Since the launch of the UKG Dimensions™ (formerly Workforce Dimensions™) suite from UKG (Ultimate Kronos Group) — a solution designed for the future of work and managing a more engaged workforce — you may have learned about the benefits of this solution or seen changes in the marketplace that suggest it's time to make a change. Even better, you may have been asked to build a business case for your leadership team on why migrating to UKG Dimensions is the best course of action for your organization. This white paper can help you make a compelling business case for why now is the best time to migrate to UKG Dimensions.

*Make a compelling business case for why **now is the best time to migrate to UKG Dimensions.***

Tip #1 — Address the Technology Changes Happening in the Marketplace

Three major converging forces in the marketplace are providing a great rationale for migrating now:

- The end of support for the Adobe Flash plugin
- The end of support for Microsoft SQL Server 2008
- End of engineering for Workforce Central® 8.0 and 8.1 Flash Navigator, announced in December 2019



Goodbye, Flash

You may recall that Adobe announced in 2017 that it would stop supporting Flash by the end of 2020. This move was in response to evolutions on the web away from plugins and toward open standards like HTML5, WebGL, and WebAssembly. Open standard web technologies are now able to provide capabilities and functionality that surpass those of plugins. Open web technologies also will be more secure and faster and will work on any device. In response to Adobe's announcement, Apple, Google, Microsoft, and Mozilla each announced their plans to phase out support of Adobe Flash.

Partnering with Adobe, all the major browsers will phase out Flash entirely by the end of 2020. For many, this process has already begun. Microsoft Edge and Internet Explorer now require permission for Flash to be run each session. By mid to late 2019, Microsoft will disable Flash by default, and users will have to enable Flash site by site. The Google Chrome browser asks users for permission to run Flash, and users will encounter more and more situations that require permission until Flash is removed completely. Mozilla Firefox has disabled Flash by default and also requires users to choose which sites run the Flash plugin. Apple Safari requires approval on each website before running the Flash plugin.

Increased security and compliance risks

In late 2018, Microsoft announced the end of life for Microsoft Server 2008, Server 2008 R2, and SQL Server 2008. This means Microsoft no longer provides new features, fixes, or, more importantly, security updates. This effectively puts any organization operating on this technology at risk of compromised security and compliance.

Organizations that don't use these changes as catalysts for migrating will face numerous threats.

Changes in UKG Workforce Central engineering

Keeping pace with changes coming in the marketplace and industry trends, UKG announced the end of engineering for Workforce Central 8.0 and Workforce Central 8.1 Flash Navigator, effective December 31, 2021. After this date, this version will no longer receive feature updates, service packs, patches, or legislative updates. Released more than four years ago, Workforce Central 8.0 enjoyed broad user adoption and was built using the latest technology standards at the time. Today, the same expertise that made version 8.0 a success is what powers UKG to continue investing in solutions that adapt to technology advancements, including the development of UKG Dimensions.

Organizations that don't use these changes as catalysts for migrating will face numerous threats from increased security breaches and performance degradation.

Pitfalls of Using Outdated Technology

Utilizing out-of-date technology can lead to challenges that could have been mitigated by staying up to date with the latest products. These challenges can include:

Security issues

Keeping data secure is an uphill battle that all organizations must fight. This problem can be compounded when vendors no longer issue updates or fixes for older technologies. How prevalent are security vulnerabilities? According to CVE Details, a security vulnerability data source, more than 25 vulnerabilities were found in Adobe Flash in 2018 alone.¹ With Microsoft having discontinued updates for Microsoft Server 2008, Server 2008 R2, and SQL Server 2008, it's time to start planning a migration to UKG Dimensions so your organization can be ready for the years ahead.

Organizational costs

Maintaining an older system that depends on outdated technologies can end up costing more than upgrading or migrating. Some costs have a direct relationship with the bottom line, but other costs can stifle an organization's growth.

Costs that may impact an organization's bottom line include:

Productivity costs

- How much time have your IT team and users spent on workarounds?
- What features are you missing out on that could save users time?
- Can existing work and processes be streamlined?
- If the system fails, will this stop the business?

Support costs

- How much will extended support cost for a product no longer being updated?
- Can this system integrate with other, newer systems?
- Are additional resources needed to maintain the system?

Legal costs

- Has your organization's data been compromised, and to what extent?
- Has your employee data been compromised, and to what extent?
- What will it cost if employees file lawsuits against your organization for a data breach?
- Are you compliant with local and federal laws regarding safeguarding employee data?

Don't fall into the quagmire of maintaining an obsolete system that consumes time, effort, and funds that could be better spent making your organization successful.



Tip #2 — Highlight the Multiple Benefits of Being Deployed on the Latest Solution

A migration to UKG Dimensions ensures that your organization is always equipped with built-in security features, enjoys an improved user experience, and has release updates performed regularly.

To support the extensibility of UKG Dimensions, UKG built the UKG D5 Platform™ and then put it in the Google public cloud, leveraging Google's substantial investments in global infrastructure, security, and continuous innovation. This approach helps ensure that your organization is using the latest and greatest technology provided in the cloud, resulting in fewer disruptions for your organization and IT department when another end-of-support announcement occurs.

The UKG D5 Platform contributes to an improved user experience with a robust application programming interface (API) framework for extensibility and simplified integration with other systems, ensuring the solution is adaptable when your business requires it. The UKG D5 Platform also drives performance with a cluster computing framework, designed for data-intensive processes, that can handle massive amounts of data in seconds to give you the ability to provide leaders and managers with immediate insight into critical cost, compliance, and productivity metrics.

Moreover, because UKG Dimensions is a multi-tenant software-as-a-solution (SaaS) solution, your organization automatically receives release content with new features and enhancements that can be enabled at your discretion. Regularly scheduled maintenance patches and updates free up your organization's IT department and administrators to focus on development, growth, and new projects.

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Tip #3 — Discuss the Opportunities and Potential That Come With Modernizing

Moving to a new system offers an opportunity for a new way of thinking about managing your workforce solution. A migration event provides your organization and leadership team with an ideal opportunity to evaluate your existing processes and policies. And the more questions you address now, the more prepared you are for making a decision that will best position your organization for years to come. Questions to consider include:

- Is your current configuration working to your satisfaction?
- Are your existing processes and policies structured to optimize the solution to reduce labor costs and streamline efficiencies?
- Have you audited your processes, interfaces, and custom reports to identify opportunities for improvement?
- Is your organization's structure configured in the solution to be intuitive and reflect your business?
- Are there multiple and disparate solutions that can be consolidated?

*An effective strategy for optimizing your workforce management solution starts with three key components: **people, process, and technology.***

Synchronize people, process, and technology

Consider that an effective strategy for optimizing your workforce management solution starts with three key components: people, process, and technology. The people are your workforce, the processes are developed by your organization, and the technology is your UKG™ solution. The goal is to balance and synchronize these three components to create an ecosystem that is efficient and sustainable. To gain maximum efficiency and unlock maximum potential, you must improve each of the three areas equally. An upcoming change to technology is an opportunity to have conversations about the management of the technology that will lead to improved processes and policies.

Align technology with process to improve efficiency

For example, if your organization is dependent on the manual entry of pay codes for shift premiums, you are at risk of having your people be less efficient because of the absence of process and technology. Using technology to apply a work rule enables the automatic calculation of premium time in the timecard or schedule. Or you may have employees report time at the clock instead of relying on a prepopulated plan to drive an automated process. You can gain efficiencies by populating department and labor transfers in the schedule and using the technology to validate this with a daily reconciliation of the timecard. Then the technology will be doing the heavy lifting, and your organization gains transparency and conformance to policy. Moreover, when the technology is aligned with process, your people can more easily follow the policy.

Use technology to support how your business operates

Additionally, a migration event gives you pause to consider the design of your organizational structure in the solution. Your organization may have started with only timekeeping. Then, as your organization matured and your business requirements became more complex, so did your solution, with the addition of scheduling, labor tracking, and leave management. Yet, as is so often the case, your organizational structure may have been designed and configured to meet the needs of timekeeping, which relies on labor levels. However, your scheduling requirements depend on the organizational map to support staffing workflows. Your organization's labor levels and organizational map should complement one another, so the system is designed to look and feel more like your business, with technology that is built to support it.

Today's dollars need to go further, a lot further, and consolidation delivers this and other benefits.



Identify areas for consolidation

While it once may have been common practice to deploy the best-in-class solution for each requirement within an organization, the result is often a costly system with multiple upgrade timelines, interface dependencies, and extensive skill or certification requirements to manage each solution. Today's dollars need to go further, a lot further, and consolidation delivers this and other benefits:

- Consolidating multiple solutions into an integrated system reduces operating costs, further decreasing the day-to-day impact on your organization's IT resources and lessening the exposure to risk that comes when data is exchanged across systems.
- A single solution provides a common and consistent experience for your managers and employees. For example, under one login, users can plan schedules, view employee availability, and create real-time reports.
- An integrated system automatically connects to timecards for streamlined payroll processing.
- Consolidation eliminates additional processes that are required to support and manage multiple, disparate technologies.
- Users are better able to adapt when there is one technology with one process and they need to contend with only a single change event.
- Consolidating in one solution minimizes the resources needed to effectively manage multiple release updates.

Overall, employing one solution offers maximum effectiveness with the least amount of change to achieve your organization's goals.

Tip #4 — Mitigate Concerns That Migration Will Consume a Vast Amount of Resources

Did you know that UKG can partner with you on all aspects of a migration to UKG Dimensions? UKG offers many resources that ease the burden of migrating to a new solution. Your organization can depend on UKG Professional Services to work closely with your leadership and project teams on all aspects of a migration, from deployment to testing to change management.

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Simplified deployment strategies

UKG begins the deployment process with an assessment of your organization's migration readiness. This is supported by UKG Paragon™ (formerly Kronos Paragon™), our deployment methodology that helps your organization complete its migration more quickly. This deployment approach leverages proprietary technologies and our decades of consulting experience to streamline configuration of your organization's profile based on industry, geography, and other criteria. During this collaborative experience, UKG experts work with your project team every step of the way.

UKG Paragon uses tools and workspaces that accelerate the deployment process — so you can make decisions sooner — and give you visibility into the status of your migration. This evolving methodology also considers technology advancements, changing regulations, and industry insights to ensure your deployment is configured with your organization's growth and future top of mind.

Valuable testing

Testing is a vital part of ensuring a successful migration. UKG Paragon gets you started with test cases and access to test management software to support the migration process. If your organization wants additional support, UKG Quality Assurance consultants can partner with you to help design and develop a strategy that leads your team through testing your unique business rules and initiating successful solution adoption.

Change management support

When your organization's employees use the UKG KnowledgeMap™ (formerly Kronos KnowledgeMap™) self-paced learning and change management tools, their confidence in using UKG Dimensions will increase quickly. Role-based training, how-to simulations, and job aids available at any time in the UKG Kronos Community provide an effective learning experience that speeds user adoption. Also available are UKG User Adoption Services that follow a change management approach designed to help your users accept and adopt your UKG solution quickly, learn how to use the system, and take full advantage of features and functionality most relevant to their roles. Faster user adoption and confident use of the solution help your organization optimize its investment.



Vital integration services

Using the Data Extraction Tool, implemented by UKG Services, you can share UKG Dimensions data with other critical business systems, including customer relationship management, enterprise data warehouse, ERP, point of sale, finance, and other solutions. Bringing together workforce and other operational data delivers expansive visibility into your enterprise and vital strategic insights that support improved business outcomes.

The robust UKG D5 Platform API framework provides extensibility and simplifies integration with other systems. UKG API Empowerment Services streamline and simplify integrations between UKG Dimensions and critical business systems and data repositories across your organization.

*Migrating to UKG Dimensions will enable your organization to **manage the workforce of the future now.***

Move to the Future of Work

Migrating to UKG Dimensions will enable your organization to manage the workforce of the future now. With greater visibility into your organization's workforce and operational data — and a more personalized technology experience designed to enhance employee engagement and productivity — your organization will be positioned to achieve better business outcomes.

To learn more about the benefits of migrating to UKG Dimensions, call your UKG sales representative at +1 800 225 1561.

Still considering your options? Maybe an upgrade is better for your organization. Check out our white paper [Upgrade to Improved Functionality: Four Tips for Building a Business Case for Upgrading UKG Workforce Central](#).

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 13,000 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.

References:

1. CVE Details, *Adobe Flash Player Vulnerabilities* (Accessed March 7, 2019), found at https://www.cvedetails.com/product/6761/Adobe-Flash-Player.html?vendor_id=53].



Our purpose is people

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