UKG

Upgrade to Improved Functionality

Four tips for building a business case
for upgrading UKG Workforce Central

Why Now is the Right Time to Upgrade

In utilizing workforce management technology to effectively manage and engage your organization's workforce, your leadership and management teams rely on your expertise and guidance to understand what's best for the organization. If you have been using an outdated solution, it's in the best interest of your organization to upgrade. This white paper can help you make a compelling business case for why now is the best time to make that move.

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Tip #1 — Address the technology changes happening in the marketplace

Three major converging forces in the marketplace are providing a great rationale for upgrading 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 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 upgrading to the latest release could face numerous threats from increased security breaches and performance degradation.

Changes in UKG Workforce Central engineering

Keeping pace with changes coming in the marketplace and industry trends, UKG (Ultimate Kronos Group) 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. The latest version of UKG Workforce Central (formerly Workforce Central®) supports the most up-to-date third-party technologies to provide a seamless user experience, improved performance, and the best security to keep your data safe.

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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? 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 upgrade to the latest release of UKG Workforce Central 8.1 now so your organization can avoid potential security issues.

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

Don't fall into the quagmire of maintaining an outdated system that consumes time, effort, and funds that could be better spent making your organization successful.

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

There's no argument that being on the latest version offers the most updated technology with built-in security features and optimal performance for an improved user experience.

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UKG has updated all the major embedded third-party technologies delivered with the latest release of UKG Workforce Central 8.1 — including the app server, web server, and notification server — to provide access to the latest security enhancements and reduce the frequency of needed security patches. The latest release also includes support for Oracle 12cR2 (for both Windows and UNIX/Linus), SQL Server 2016 databases, and the Windows Server 2016 operating system. Moreover, the latest versions of web browsers are supported, including Google Chrome, Microsoft Internet Explorer and Edge, Mozilla Firefox, and Apple Safari. The latest UKG Workforce Central platform includes these additional security and technology components so that you and your team can focus on keeping the system running instead of patching outdated software.

UKG Workforce Central 8.1 enhancements further streamline routine workforce management tasks to improve the employee experience and free up managers to focus more time on driving business goals. New features simplify common tasks that place an administrative burden on managers and expose your organization to potentially costly compliance risks. The best part is that the latest release of UKG Workforce Central 8.1 has completely phased out Adobe Flash, following the same timeline as the major web browsers. In fact, the latest release of UKG Workforce Central 8.1, released in December, 2019, offers a 100% Flash-free experience for all users!

In Reasons to Upgrade to UKG Workforce Central 8.1, learn more about the new features, including improved scheduling capabilities, expanded functionality for mobile users, and increased timekeeping flexibility and automation.

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. An upgrade 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, an upgrade 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 a 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 into 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 an Upgrade Will Consume a Vast Amount of Resources

Make the case with your leadership team that continuing your partnership with UKG eases the burden that comes with an upgrade. Your organization can depend on UKG Professional Services to work closely with your leadership and project teams on all aspects of an upgrade — from deployment to testing to change management. Also, consider that an upgrade is an optimal time to further simplify management of your solution by moving to the cloud.

Cost-effective cloud-hosted solution

With your solution hosted in the UKG Cloud, your organization will enjoy faster implementation and timely upgrades and won't have to worry about the costs of supporting data centers, servers, and databases or the challenges of implementing and maintaining new technology. Users can securely access the latest software applications over the web using mobile devices, tablets, laptops, and desktops at any time, from anywhere. And your costs are predictable with a per-employee monthly subscription fee. Knowledgeable UKG experts ensure your solution is always running smoothly and reliably.

*During this collaborative experience, **UKG experts work with your project team** every step of the way.*

Simplified deployment strategies

UKG Paragon™ (formerly Kronos Paragon™), our deployment methodology, helps your organization complete its upgrade more quickly. This deployment approach leverages proprietary technologies and decades of our consulting expertise 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 upgrade. 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 upgrade. UKG Paragon gets you started with test cases and access to test management software to support the upgrade 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 achieving a successful transition to your upgraded solution.

Change management support

When your organization leverages a "UKG KnowledgePass™ (formerly Kronos KnowledgePass™) education subscription, your employeeswill get up to speed more quickly and efficiently. KnowledgePass is an online education portal that provides 24/7 anytime, anywhere access to in-depth training content to help employees maximize productivity and achieve their goals.When using KnowledgePass self-paced learning and change management tools, your team will quickly have increased confidence in using updated or new functionality. 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 learn how to use the updated system quickly and take full advantage of features and functionality most relevant to their roles. Faster and more confident use of the solution helps your organization optimize its investment.

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Upgrade for Enhanced Workforce Management Functionality

Using the information provided in these four tips, you can build a solid business case for upgrading your workforce management solution now. Avoid the potential security issues and organizational costs of using outdated technology, realize the many benefits of deploying the latest solution, and utilize a technology that reflects how your business operates and improves its efficiency. With UKG as your partner from deployment through user adoption, your organization will maximize the use of its resources and improve workforce management.

To learn more about the benefits of upgrading to UKG Workforce Central 8.1, call your UKG sales representative at +1 800 225 1561.

Still considering your options? Maybe migrating to UKG Dimensions™ (formerly Workforce Dimensions™) is better for your organization. Check out our white paper Advance to the Future of Work: Four Tips for Building a Business Case for Migrating to UKG Dimensions.

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].

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