



# UKG Help Desk Services

Leverage our expertise  
to make the most of your  
UKG solution and fulfill your  
internal support desk needs



In today's competitive environment, policies, processes, and procedures are often complex and can frequently change. It's likely that your system administrator is spread thin and every call to your support desk staff would mean impact on another initiative. How can you bolster organizational efficiency and drive measurable results while eliminating system support headaches?

UKG Help Desk Services is a comprehensive offering that allows organizations to eliminate the burden and cost of supporting their end-users with specialized application support and instead concentrate on more strategic tasks that can give them the competitive edge.

With UKG Help Desk Services, you'll have a designated, customized help desk team that will unburden your internal IT resources and provide your end-users with the guidance and timely support they require for your UKG™ products and solutions. The benefits to your organization include minimizing potential risks, reducing operational costs, engaging end-users, and increasing organizational efficiencies.

**Minimize potential risks for your organization**

When technology issues are quickly identified and resolved, downtime is minimized. UKG Help Desk Services troubleshoots problems, offers guidance, and provides a 360-degree view of your organization so processes can be more easily standardized and variances reduced across business units. Proactively monitoring the accuracy of the data flowing in and out of your system lessens errors that could potentially put your organization at risk.

**Eliminate system support headaches**



**24-hour monitoring**

of timeclock activity and employee demographic imports – and proactive notification when issues arise



**24-hour monitoring**

of interfaces and back-end processes



**Monthly reporting**

on all cases with restoration and resolution times



**Maintain business as usual**

while working with UKG on an escalated issue



**UKG Help Desk is a huge help to our company. They assist us with many of our UKG items, from setting up users to helping us with bigger projects. I do not know what we would do without them. UKG saves us time and money with this service.**

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**Laura Puente**  
Payroll Project Manager

### **Reduce the operational costs associated with maintaining support staff**

We're committed to achieving the highest levels of customer satisfaction and driving measurable results while eliminating your system administration and support desk headaches. When you use UKG Help Desk Services, you pay a fixed price, thereby reducing operational expenditures by eliminating the time and cost to recruit, hire, train, and retain UKG application support resources.

UKG Help Desk Services is always ready for the unexpected. If an unforeseen major issue causes a sudden spike in support-related calls, we're at the ready to provide ample coverage. That means your organization won't bear any of the additional costs of bringing on extra resources or paying for support staff overtime — they're all covered.

Our proactive approach to support — including our focus on new-user onboarding — is designed to help prevent issues before they start, which helps organizations run more effectively.

### **Optimize employee engagement by maximizing the end-user experience**

UKG Help Desk Services experts provide the support and guidance that's needed to increase product adoption and optimize your solution for everyone's benefit. Expanding end-users' ability to effectively use the product increases user engagement, which in turn furthers your investment and optimizes the experience of employees and managers alike.

Our team members have an intimate knowledge of your business needs, so you can capitalize on our years of industry and system experience to gain the value you're seeking. We make sure to maximize end-user engagement by having various channels available to you, including:

- Dedicated, customer-specific, toll-free phone support staffed 24/7
- Dedicated, customer-branded email address on the UKG Exchange server
- GoToAssist screen-sharing service when needed
- A dedicated technical account manager who serves as a conduit between your organization's business team and Help Desk Services resources

## Increase organizational efficiencies by leveraging our experience

When you increase your organizational efficiencies, your leaders can pursue other goals and projects for the good of the organization. Transferring support of your UKG solution to UKG Help Desk Services allows you to reach and exceed your overall support objectives. Whether the support needed is for use and usability issues, identifying the need for configuration changes, interface execution, cloud infrastructure, or more, you can count on solution issues being resolved quickly and efficiently.

UKG Help Desk Services provide your organization with a distilled view of all operations so leaders can keep their fingers on the pulse of the organization and more effectively execute on goals — getting more done with resources already in place and gaining a competitive advantage.

## Leverage our support expertise



### Whole-system monitoring

for proactive, 24-hour visibility into interfaces; extract, transform, load (ETL) interfaces; and clock communication



### Partnering with Managed Services

for strategic success, ensuring new features are fully utilized to maximize your investment



### A dedicated technical account manager

who serves as a single point of contact when an issue is escalated



### Proactive support workflow

for transparency and accountability

[Learn more at UKG.com/services](https://www.ukg.com/services)



Our purpose is people

Connect with us online [@UKG.com](https://twitter.com/UKG)

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