



Users Evaluate UKG Dimensions

What do users think of UKG™ workforce management solutions? Leading peer review sites, such as G2 and Gartner, offer unbiased, validated reviews from UKG customers.

Read on to see what our customers have to say about UKG for workforce management on ease of use, efficiency, employee experience, enhanced functionality, and customer support. Be sure to also check out the awards that our customer reviews have earned UKG.

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Reviewers have received a nominal incentive for their endorsement.



Ease of Use



With [UKG] Dimensions™, you are able to manage your HR profile, schedule, budgeted hours, and OT hours — virtually **everything you need — at the touch of a button.**

UKG is a very robust workforce system. The **mobile app is very easy to use** and carries the functionality of the desktop version.



Sarah S.
Program Director
Employees: 1,000-plus



Executive Sponsor
Hospital and Healthcare
Employees: 51–1,000

It [UKG Dimensions] is a cloud-focused workforce management tool with an excellent user interface that is intelligent, interactive, and most importantly, responsive to a wide variety of needs. **The user interface is the key feature that makes it stand apart from others.** It's easy to use and very responsive. It is created on the UKG Platform and is crafted for volume management via an open API platform for quick integration and upgrades.



Deputy Manager
Manufacturing
Firm Size: 3B–10B USD



Efficiency



I love how simple it is! There are many one-click tasks that utilize artificial intelligence. **This saves time for our employees and managers.** The dataviews are very helpful for organizing and managing the data. I love the push notifications and ease of the product.

It was a pretty easy transition from [UKG Workforce] Central® to [UKG] Dimensions. It made for a lot less work. There are more options that we never had before and are utilizing now.



Administrator
Medical Devices
Employees: 1,000-plus



Apryl L.
Payroll Administrator
Employees: 51–1,000

I really love dataviews/reporting features. **The mobile access is really a great feature for the working-from-home atmosphere we are living in now due to COVID.** UKG Dimensions also looks much more modern. We only just ran our first payroll last week, but it really was a lot faster than Workforce Central.



Administrator
Retail
Employees: 51–1,000



Employee Experience



UKG is user friendly, can be used with mobile devices, and is customizable to each employee's individual wants/needs. It puts the responsibility into the employees' hands, and they can manage their timecards with little help from management. They can submit PTO requests, transfer their hours into different departments, fix missed punches, etc., without having to find a manager to do it for them. It then sends that information to their manager for approval.

UKG saves payroll admins a lot of time when closing payroll every week. Time-off requests are no longer manual. Attendance is being tracked accurately. **Employees are now able to use their mobile devices to track time-off requests and balances, and view [their] time and schedules.** Managers use the mobile app to approve timecards and time-off requests and track attendance. Integration is easy to manage. Dashboard Tiles for managers are very informative.



Verified User
Hospital and Healthcare
Employees: 1,000-plus



Administrator
Retail
Employees: 1,000-plus

[UKG] Dimensions has given our employees the ability to own their data! Employees are able to access their timecards, schedules, and paystubs from anywhere using their mobile devices, and this frees up managers to be able to focus on management duties!



Jeri H., Director, Benefits/Employment
Hospital and Healthcare
Employees: 51-1,000



Enhanced Functionality



Great workforce management tool. **[UKG] Dimensions offers an intuitive user interface, embedded analytics, and machine learning usage in forecasting and schedule generation.** There are many tools available to managers to help them in daily administrative tasks.

UKG Dimensions has been a great improvement from UKG Workforce Central. As someone who works in IT, I am glad to have the software cloud-based so updates are automatically given to us. I do not have to plan out a project to get it accomplished.



Administrator
Retail
Employees: 1,000-plus



Administrator
Hospital and Healthcare
Employees: 51-1,000

The new UKG Dimensions solution has provided enhanced capability and process improvements. [The] new solution has provided an improved user experience, reporting, and analytics. It has helped eliminate manual paper-based processes and laid a foundation for future enhancements in scheduling, tracking, and analytics.



VP, Information Technology and Services
Manufacturing
Firm Size: 1B-3B USD



Customer Support



User interface, ease of use, and dashboards are the top three things related to the functionality of the program. In addition, **the customer service was phenomenal.** From the sales contact to the implementation team, we were kept informed every step of the way. The implementation team was knowledgeable, available, and helpful. The transition from implementation to customer care was seamless.

Overall experience is great. We were pleased with the implementation process. The process is built on three phases — Strategy Development, Collaboration, and Adoption. It involved SME from across several business units within the organization. Getting them all up to speed on the materials was relatively easy. The materials and sessions provided by UKG aided greatly in learning and adoption of the product.



Administrator

Chemicals

Employees: 51–1,000



Senior Systems Analyst

Healthcare

Firm Size: 250M–500M USD

UKG Dimensions provided everything I was looking for in a timekeeping system, the cloud and mobile being the biggest. We have been on Dimensions a year with minimal issues. **Global Support is always helpful and prompt.** Everyone I have worked with has always been pleasant and knowledgeable. UKG is a very dependable company.



Payroll Manager

Finance

Firm Size: 50M–250M USD



Awards



UKG Dimensions Product, Innovation, and Customer Service Awards



2021 Gartner Peer Insights Award

UKG was named a 2021 Gartner Peer Insights Customers' Choice recipient for cloud HCM suites for companies with 1,000-plus employees. In the report highlights, UKG earned the highest overall rating among the Customers' Choice vendors and is the only vendor that was peer-recognized for both midsize (50M-1B USD) and large (1B-10B) enterprises.



2021 NelsonHall Leader Overall in Workforce Management Award

UKG was awarded the highest rating in the Leader Overall in Workforce Management category by NelsonHall. The analyst and advisory firm named UKG a leader based on its "ability to deliver immediate benefit" and its "ability to meet client future requirements."



2021 G2 Users Love Us Award

UKG earned the G2 Users Love Us badge by receiving at least 20 reviews with an average rating of 4.0 stars or higher. This recognition is based on reviews from real product users.



2021 Nucleus Research HCM Technology Value Matrix Leader

Nucleus Research specifically cites "best-in-class workforce management" for organizations leveraging UKG Dimensions for its leading timekeeping, scheduling, absence management, vaccination management and attestation, forecasting, data collection, and workforce analytics. It also highlights UKG solutions' purpose-built, industry-specific capabilities for healthcare, manufacturing, retail and hospitality, and other sectors, helping organizations thrive.

To learn more about UKG awards, visit [UKG Awards and Recognition](#).



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