



UKG for Field Services

# Optimizing Service When People Are Your Products

## Key benefits

- **Hire qualified, reliable workers** quickly and pay them accurately for time worked
- **Monitor performance and costs** associated with a dispersed, field-based workforce
- **Align resources with demand** and make adjustments in real time to optimize service
- **Put the right technician** with the right skills in the right place at the right time
- **Manage workforce compliance** with accurate, consistent application of work and pay rules
- **Deliver great service** by empowering field workers with self-service and appointment-tracking tools

Service quality can make or break your business. When you're operating with a large, dispersed field-based workforce, you need high levels of visibility to optimize service while balancing labor costs, compliance risk, and employee engagement. Are you placing the right technician or agent with the right skills in the right place at the right time? Are workers taking meals and breaks as required by law? Are they reporting their time accurately? Do you have tools in place that empower workers to deliver a great service experience?

Even with dynamic scheduling and routing solutions in place, you need a workforce solution that delivers real-time visibility into labor costs and performance. That way, you can align resources with demand and monitor productivity in the field to meet service expectations. At the same time, you need instant insights to understand the costs of overtime, absenteeism, and idle time and to proactively address problem areas before they impact performance and profitability.

UKG for Field Services provides human capital management and workforce management solutions that help employees and managers deliver superior service and drive better business outcomes for field-based organizations.

## Control costs and deliver exceptional service

Your people are on the front lines with customers all day, every day. While field-based workers play a critical role in meeting — or exceeding — customer expectations, they also represent a significant percentage of your operating costs. UKG for Field Services allows you to proactively manage labor to budgets, so you can flag and reduce unnecessary costs associated with absenteeism, overtime, and idle time. Plus, integrated workforce data helps you identify the best-fit, best-cost workers for each job to improve service and profitability.

Real-time visibility lets managers accurately align labor resources with customer demand and make adjustments on the fly to meet service expectations and boost your Net Promoter Score. Flexible scheduling tools also help field workers keep track of appointments and manage their schedules efficiently, so they don't keep customers waiting.

Furthermore, UKG™ (Ultimate Kronos Group) solutions provide convenient self-service access, enabling employees to manage schedules, vacations, benefits, and shift bidding right from their mobile devices — anytime, anywhere. By empowering workers with greater control and autonomy, self-service capabilities increase employee engagement, which, in turn, leads to better customer service.

**Using the UKG solution, managers can see how many hours they have and where they are relative to their budget. This helps them manage their budget better and helps overall profitability.**

**Jason Fenske**  
Systems Analyst  
Forest City Enterprises

## Hire and retain qualified workers

UKG for Field Services enables you to source, screen, track, and hire skilled technicians and agents with speed and efficiency. Automated workflows eliminate outdated paper processes, checklists guide you through required steps, and pre-integrated background screening tools let you hire with confidence.

Complete time and payroll automation helps you deliver perfect paychecks — every time — for higher engagement and retention. After all, nearly half of American workers will start a new job search after experiencing only two problems with their paycheck.<sup>1</sup>

## See your workforce clearly — in real time

With a widely dispersed field-based workforce, real-time visibility into labor performance is especially important. Your goal is to maximize technicians' productive time and minimize idle time to keep service levels high and labor costs low. After all, your technicians and agents are profitable only when they are providing prompt, efficient service to customers.

UKG for Field Services provides the tools and data you need to assign the right technician with the right skills and experience to the right job in the field. With on-demand insight into workforce performance and costs, your managers can make proactive decisions to optimize labor utilization without sacrificing customer service. In addition, mobile tools allow managers to respond quickly to employee requests and schedule changes, so technicians can focus on helping customers.

## Minimize compliance risk with accurate data

When field-based workers spend their days out of the office and often don't clock in at a central location, it can be challenging to ensure all time is paid accurately. UKG for Field Services applies complex work and pay rules — automatically and consistently — across your dispersed workforce to improve compliance with labor laws, rules, and regulations. Automated rule enforcement also frees managers to spend more time on driving productivity, efficiency, and engagement. Plus, employee attestation tools make it easy to manage hours worked and monitor mandated meal and rest breaks, further minimizing compliance risk.

## Trust a proven, industry-leading solution

UKG solutions have helped field services organizations across the globe gain enhanced visibility into the workforce to better control costs, manage compliance, and optimize customer satisfaction. Frontline managers and corporate decision makers alike have instant access to the tools and information they need to monitor labor productivity and costs, assign the best-fit technician or agent to each job, and empower the workforce to deliver exceptional service. The results? Engaged employees, happy customers, and more profitable operations.

**Put UKG for Field Services to work for you:  
+1 800 225 1561 | [ukg.com/industry-solutions](https://ukg.com/industry-solutions)**

<sup>1</sup> The Workforce Institute at UKG, *Payroll Problems May Undermine Employee Experience, Finds Workforce Institute at Kronos Survey* (June 6, 2017), found at <https://www.kronos.com/about-us/newsroom/payroll-problems-may-undermine-employee-experience-finds-workforce-institute>.



**Our purpose is people**

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