



UKG for Support Services

# Equipment Support Services

## Key benefits

### Depot Exchange

- Replacement unit shipped for next business day delivery
- Minimize the number of spare timeclocks needed
- Includes access to equipment service packs

### Depot Repair

- Cost-effective solution for those who keep their own inventory of spare timeclocks
- Includes access to equipment service packs

### Device Software Maintenance

- For those who choose to manage their timeclock repair
- Includes access to equipment service packs

Protect your UKG timeclocks — and your peace of mind

Don't let timeclock downtime lower the return on your workforce management investment. UKG Equipment Support Services is ready to help with complete UKG™ (Ultimate Kronos Group) timeclock support for your solution — as much or as little as you require. Whether you need a replacement device sent to you overnight, can use a backup unit while we repair a faulty one, or simply want access to device software updates, there's an Equipment Support Services option that meets your unique needs.

With UKG Equipment Support Services, you can have confidence that your UKG timeclocks are both secure and fully up to date. Managers and employees can count on the devices working properly when they need them, and you can minimize disruptions caused by hardware problems.



## Equipment Support Services options

### Depot Exchange

If you experience timeclock problems that can't be solved through remote fault isolation, for a speedy response to your emergency, Depot Exchange sends you a replacement on an advance exchange basis. You simply report the faulty timeclock to your UKG Support Services group and we'll send you a replacement timeclock right away. If we can't resolve the issue remotely, we'll send you a replacement unit in exchange for the malfunctioning unit. This service option includes access to equipment service packs/firmware updates available on the UKG Kronos Community.

**Having Depot Exchange as part of our contract has made managing 46 devices spread out around the country easy. I know that I can call anytime we experience a problem and get a replacement.**

UKG healthcare customer

**It is hard to argue that a replacement clock being delivered within 24 hours is less than satisfying. Depot support is great.**

UKG hospitality customer

### **Depot Repair**

When timeclock problems can't be solved through remote fault isolation, you can send us your device for repair. Depot Repair is a cost-effective maintenance service that helps to ensure continuity of your equipment. This service option assumes you maintain a small stock of replacement units and have the capability to swap out faulty devices. When you experience a timeclock problem, simply report the faulty device to your UKG Support Services group, and we will attempt to resolve the issue remotely. If the problem can't be fixed remotely, simply return the device to us for repair. We'll ship the repaired device to you within 10 working days of receipt at UKG. A replacement unit is not provided with this option. Depot Repair includes access to equipment service packs/firmware updates available on the UKG Kronos Community.

### **Device Software Maintenance**

For those UKG customers who choose to manage timeclock repair themselves and just want access to device software updates, Device Software Maintenance is an ideal choice. This service option lets you download equipment service packs from the UKG Kronos Community to ensure that your timeclock software is always up to date. This option does not include any repair or exchange services.

### **Get the experience you expect**

UKG offers the domain knowledge and technical insight to recognize opportunities for improvement that will help unlock the full value of your workforce management solution. The easy-to-own workforce management solutions and services from UKG make complete automation and high-quality information a reality and deliver the experience you expect.

**The case was processed efficiently, with the end result that the time clock was sent in for repair, repaired, and returned quickly.**

A UKG manufacturing customer who used Depot Repair



**Our purpose is people**

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