



UKG Ready Support Services

Improve performance.
Gain efficiencies.
Optimize value.



Get continuous value and the experience you expect

Exceptional service doesn't stop when your UKG Ready™ solution goes live. Our award-winning Support Services complement your existing resources and continually expand the value you receive from your UKG™ system. UKG offers a variety of Support Services options to help every area of your organization — not just IT — achieve optimal software and hardware productivity and peak performance for improved bottom-line results.

UKG Support Services provide an extensive array of tools to help you use and maintain your system for optimal efficiency. Providing access to a comprehensive knowledge base, HR and Payroll Answerforce™, customer groups, and more, the UKG Kronos Community is your one-stop resource for the information, advice, and support you need to stay productive. And if you can't find what you're looking for online, UKG support engineers are available to help resolve your issue.

No matter what business you're in, where you're located, or how many technical resources you have available, UKG Support Services are always there — ready to deliver the experience you expect.

"The customer service has always been top notch and they really care about their clients"

— Theresa M.
UKG Ready Customer

[Read the complete UKG Ready review here.](#)

Key Benefits

- **Help ensure** that your UKG solution delivers continuous value over time
- **Stay current** with the most recent software and equipment service releases and the latest legislative and compliance updates
- **Find answers** to thousands of questions about UKG products from multiple data sources using global search in the Community
- **Submit and track** support cases online via the Community for quick diagnosis and efficient resolution
- **Access HR and Payroll Answerforce** for instant, authoritative, and relevant information and advice
- **Make connections** and share knowledge with fellow UKG users via customer groups in the Community
- **Minimize business disruption** with timeclock support via our depot exchange or depot repair plan
- **Receive the next releases** of your UKG products free of charge, so you can take advantage of new features and functions



Software Support Services

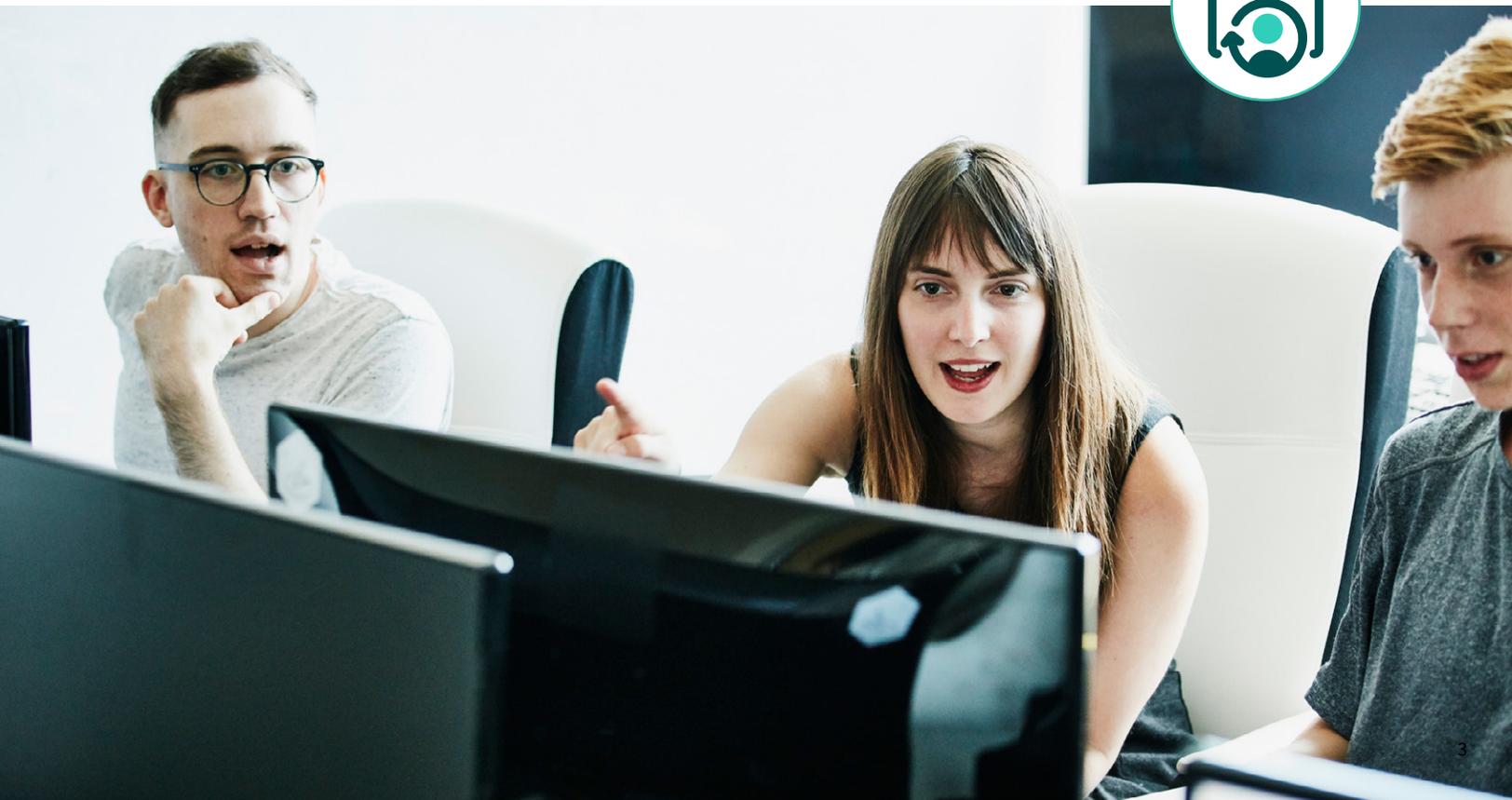
Get the answers and assistance you need — when you need them. Count on our Software Support Services for comprehensive tools, resources, and guidance to help keep your UKG applications performing at their peak and accelerate return on your UKG Ready investment.

Standard Support Plan

Our Standard Support Plan is designed to help you stay current with product news and industry trends, as well as software and legislative updates. In addition, it provides access to the comprehensive tools and information you need to diagnose and resolve issues — quickly and efficiently — for optimal productivity and greater value.

With the Standard Support Plan, your organization receives:

- Software assurance — service releases, upgrades, and legislative updates
- Coverage during standard business hours: 8:00 a.m. – 8:00 p.m., Monday through Friday
- Unlimited case (incident) generation and management
- Case escalation, resolution, and confirmation
- Online access via the UKG Kronos Community to:
 - Web-based logging and tracking of support cases
 - Comprehensive, searchable knowledge base
 - Customer groups
 - System documentation and release notes announcements



Equipment Support Services

UKG Equipment Support Services provide options for UKG device exchange, repair, or software maintenance. These services are designed to keep your timeclock software current and to minimize disruption to your business in the event of timeclock malfunction.

Depot Exchange Services

As needed, UKG will send a replacement timeclock on an advance exchange basis by next-business-day delivery where available. When you receive the replacement, you simply return your broken unit to UKG for repair. This cost-effective option includes Device Software Maintenance, which provides access to equipment service releases via UKG Ready.

Depot Repair Services

With Depot Repair Services, you send your broken devices to UKG; we will repair and return them to you within 10 business days. This is an ideal option for organizations that keep an inventory of spare timeclocks on hand. Depot Repair Services also include Device Software Maintenance, which provides access to equipment service releases via UKG Ready.

Device Software Maintenance

When it comes to UKG equipment, some customers choose to manage timeclock repair themselves and only want access to device software updates. This service option lets you download equipment service releases from UKG Ready to help ensure that your timeclock software is always up to date.

"The most important aspect of the product is the customer service/support received. UKG is there every step of the way through the product lifecycle."

— Jaime C.,
UKG Ready Customer

[Read the complete UKG Ready review here.](#)



UKG has received the NorthFace ScoreBoard AwardSM from the Omega Management Group Corp. for excellence in customer satisfaction in the areas of implementation, support, and business relationship services. Omega presents this award — the “Oscar” of the customer service industry — annually to organizations that consistently exceed customer expectations.

What Sets UKG Support Services Apart?

UKG Kronos Community

The UKG Kronos Community helps you make the most of your solution by putting tools and resources at your fingertips in a collaborative, intuitive online space that makes opening a case and accessing support easier than ever. Streamlined and searchable, the information you need is just a click away.

Thousands of members are already active in the Community — sharing product ideas, chiming in on valuable discussions, and collaborating with an engaged network of peers. Come on in, see who's here, share your voice, and explore this comprehensive online community designed with your workforce success in mind.

Global Search

Have questions? The UKG Kronos Community is fully searchable. The global search bar will make appropriate suggestions, helping you optimize your search term and access the best possible answer. Results include knowledge base articles, documentation, technical advisories, service packs, discussions, answers, and more. Or to submit a question to fellow UKG users, simply post it to the Get Answers section.

Support Case Management

Creating a support case in the UKG Kronos Community is easy when you use the Cases menu button. Just provide a case title and description, search your account name or solution ID in the field, and then submit. Once you create a case, you can also add attachments. If you have multiple cases open at once, managing them is simple when you filter by case owner, case status, or date range. And if you're a customer or a partner with multiple solution IDs, simply filter by your solution ID for quick access to the case you want.

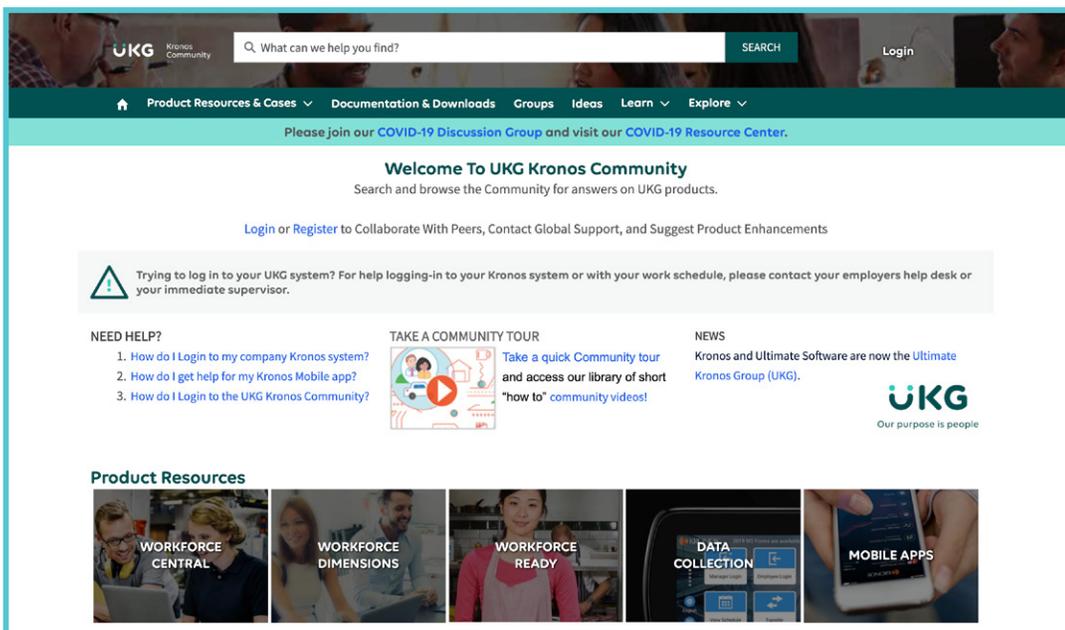
Customer Groups

Connect with UKG customers, partners, and product experts in discussion groups that are organized by product, industry, or special interest. With hundreds of active UKG Kronos Community members, there's always a valuable conversation to engage in. Join product-specific alert groups to receive emails about high-priority product issues like service pack releases, technical advisories, and more. And staying up to date on your industry is easier than ever when you follow news as it develops in industry-specific groups.

HR and Payroll Answerforce

This comprehensive resource center, found on the Learn page of the UKG Kronos Community, delivers up-to-date human resources, employment, regulatory, benefits, and compensation information through Wolters Kluwer. It's a gold mine for HR and payroll professionals who want to work smarter and stay informed about what's happening in their field.

Gain direct access to HR and Payroll Answerforce from within UKG Ready by adding it via the UKG Ready Marketplace. Learn more about this and other [UKG Ready Marketplace](#) partner offerings.



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's award-winning Pro, Dimensions, and Ready solutions 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 its inclusive workplace culture. The company has earned numerous awards for its culture, products, and services, including consecutive years on Fortune's 100 Best Companies to Work For list. To learn more, visit www.ukg.com.

Put UKG Ready Support Services to work for you:

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