UKG

Creating a Partnership for Success

UKG Dimensions: We Deliver the Experience You Expect

At UKG (Ultimate Kronos Group), we put our customers first. That's why when you make an investment in UKG Dimensions™, you're gaining more than access to a world-class product — you're also shaking hands with a strategic partner who will stand alongside you and help ensure your success!

It's true: You expect us to deliver simple, reliable workforce solutions that streamline your day and help you work smarter. You expect us to care about your business outcomes as much as we care about our own. And you expect us to truly understand your needs and your industry. Of course, the simple fact is we wouldn't have it any other way. We've been in the business of helping organizations make the most of their people for a long time, and we have tons of expertise and insight to share. This is a journey we're taking with you. We're in this together, so let's get started!

"The fully responsive user interface gives employees control over how they want to work and personalizes the experience to include information that's most important to them ... **UKG has been a trusted partner for years,** and the ability of UKG Dimensions to automate routine, time-consuming tasks means we can focus on serving our communities by creating a cleaner, greener future."

Mark Beattie
LondonEnergy

How Do We Ensure Your Success?

We start by giving you a roadmap to success with all the tools and help you need to get up and running as quickly and efficiently as possible, with minimal disruption to your organization. We're right here when you need us because, as far as we're concerned, your success is the priority. We succeed only if you do.

Onboarding

The three-phase **onboarding** process sets the stage for a successful UKG Dimensions journey. It begins the moment you become a UKG™ customer and continues until your solution is up and running successfully. We'll make sure you receive key information, trainings, and assets that will thoroughly prepare you to meet your project team goals and take things to the next level.

- **Welcome phase:** Nail down your objectives and ensure a smooth start for your project team

- **Deploy phase:** Leverage our iterative, collaborative approach to deployment for a strong start and early success

- **Success phase:** Receive continued guidance and support from UKG Global Support, Customer Success, and the 30,000-plus customers and UKG subject matter experts in the UKG Kronos Community

It's all part of the plan to help you reach full and effective user adoption as quickly as possible.

Once you're up and running, we make sure you have the ongoing resources you'll need for continued success.

Training

Of course, **training** is critical for your core team and end-users to achieve successful adoption. We want you to be completely familiar with your UKG Dimensions solution and have confidence in gathering and sharing the right information with your organization. As soon as our services team engages with you during onboarding, they'll guide your core training team to resources that help them plan for a collaborative, successful change-management approach.

Then, as you move through deployment, key trainings will help you build on your foundational knowledge of UKG Dimensions, prepare you to make key solution decisions, and start you planning for the successful training of your managers and employees.

After a successful system go-live, expand and reinforce your skills and knowledge while keeping current on new releases with our anytime, anywhere training via **UKG KnowledgeMap™, UKG KnowledgeMap Live™, and the UKG User Adoption Resource Center**. Learn more about how these training and change management tools can help you accelerate your solution success.

Looking for extra guidance? We've got you covered. Our check-in sessions for UKG KnowledgeMap Live subscribers are the perfect opportunity to present your product questions to a UKG Dimensions training expert. Simply log in to UKG KnowledgeMap Live to register.

Welcome to the Community!

It's time to take your place

We're so proud of the community we have, and we're excited to share it with you. The UKG Kronos Community is a great place to connect with and join thousands of community members — UKG customers, partners, and product experts — to get online help or share ideas. Get ready to dive into the mix and add your voice to our growing numbers.

Let's take a tour so you can familiarize yourself with all the amazing Community resources we put at your fingertips, including:

Product resource page

Whatever you need to know, you'll probably find it here, including:

- Links to product and services information on UKG.com

- Links to support and training pages in the UKG Kronos Community

- Popular UKG Dimensions discussion groups and Knowledgebase articles

- Additional resource links to release readiness information, FAQs, your UKG Dimensions Trust Site, and more

Release preparation

We've got an entire UKG Kronos Community page dedicated to helping you understand what's new in each UKG Dimensions release. This page provides UKG Dimensions administrators with key information on the latest release, including release highlights; important information on how to access release updates; release notes; FAQs; and the link for the latest *What's New, What's Next* webinar series.

You can also use UKG KnowledgeMap to help you keep current with new releases. Log in using the link under *Training Offerings* on the UKG Dimensions Learn page.

Learn UKG Dimensions

Bookmark Learn UKG Dimensions — a valuable page in the UKG Kronos Community — for instant access to training and additional learning resources. You'll find a wide variety of training options, including on-demand training via **UKG KnowledgeMap**, and a list of education services, including **UKG KnowledgeMap Live** and the **UKG User Adoption Resource Center**. These resources make it easy to get your administrators, managers, and employees up to speed quickly on all the available UKG Dimensions features and functions.
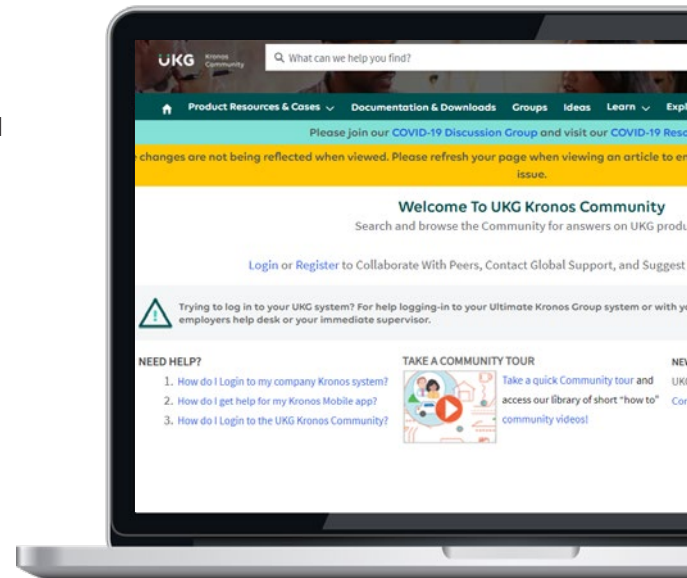
Workforce Dimensions Trust Site

We understand that you seek transparency into the performance and availability of your cloud environments — especially when it comes to the solutions that help you manage your employees. Your personalized UKG Dimensions Trust Site gives you 24/7 access to service status information about your specific UKG Dimensions tenants. Log in with your UKG Kronos Community credentials and use the Trust Site to monitor system availability, check maintenance schedules, track incidents, view release schedules, and opt in to critical email communications on important announcements and security details. View the Trust Site tutorial.

HR and Payroll Resource Library

HR or payroll questions? Try this one-stop gold mine for up-to-date law, regulation, and industry trend summaries. Powered by CCH, a Wolters Kluwer company, **HR and Payroll Answerforce™** provides access to timely, relevant information that affects payroll and HR practices. It's just the thing for payroll professionals who want to work smarter and stay informed about what's happening in their field!

"How Mackenzie Health plans to use UKG Dimensions to benefit the employee, the manager, and its overall hospital vision is an indicator that UKG Dimensions is built for managing the workforce in the era of digital transformation."

Mark Smith
Ventana Research

Tell us what's on your mind

Have product or Community ideas? We're all ears. Comment on any ideas or submit an idea of your own. Receive email notifications when the status of your idea changes or someone comments on it. Search existing idea posts by product platform and application, and vote ideas up or down so the most popular ones rise to the top. You're a part of this community, so have at it!

Can't find an answer to your question?

No worries. If you find that you still have questions after you've explored your UKG Kronos Community options, reach out to our support team. The team is available Monday through Friday from 8 a.m. to 8 p.m. for customers who have our Community or Guided Success plan and 24/7 for customers who purchase our Signature Success plan.

Learn more about our Customer Success Plan offerings.

Connect for Success

One of the most powerful tools we have is our ability to connect you to resources that keep you informed and on track — empowered to move forward with everything you need to succeed. Looking for relevant content, discussions, other UKG customers, or UKG thought leaders? Browse more ways to hit your stride with UKG Dimensions.

UKG Dimensions Community group

Join the UKG Dimensions group in the UKG Kronos Community to connect with fellow users, share ideas, ask questions, and gain valuable insight about your solution. This is where you can go to proactively keep up with what's new in UKG Dimensions. Find informative content, including release notes, articles, and helpful user hints, and engage with other customers to share your UKG Dimensions experiences.

Live events

UKG users love to exchange ideas. That's why we think you'll love our regional user groups. They give you the opportunity to swap information with peers local to your area and chat with product specialists about new ways to leverage UKG Dimensions for improved productivity, increased employee engagement, and more informed decision making. What's not to love?

UKG Works is a great example of one of our live events. It's our annual conference that attracts nearly 2,000 customers, industry thought leaders, and solution experts to come together and network; share workforce innovation insights, best practices, and new technology; and learn from peers and UKG professionals.

"We're excited by the modern, intuitive, and mobile-first SaaS experience, which we believe will empower managers and employees in our fulfillment center and 450 stores to make better, faster business decisions — ultimately providing a better experience to our customers."

Connie Fumich
Things Remembered
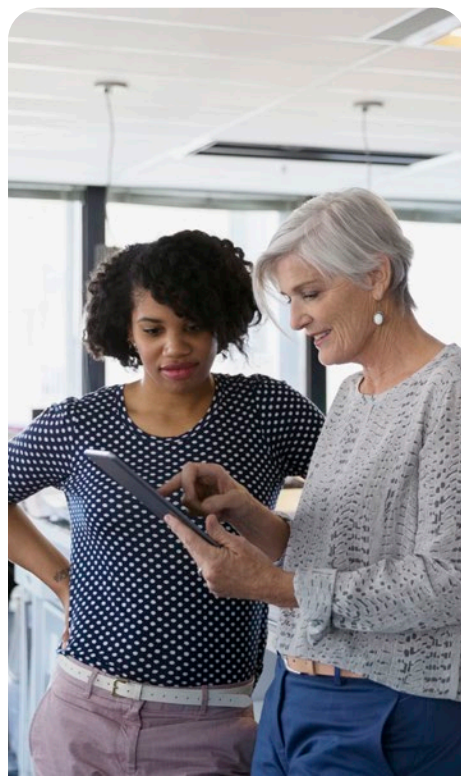
Thought leadership blogs

Yes, there's a blog for that. Our thought leadership blogs are chock-full of information. Looking for expert opinions on workforce management technologies, global trends, or factors that influence your workforce in ways that are fun and engaging? Here are some blogs you might want to check out:

- *Working Smarter Café*
  Come on in, pour yourself a cup of coffee, and join us for a refreshing blend of customer success experiences!

- *What Works*
  HR and payroll folks love this blog. Tune in for insights that help take the hassle out of managing your people and your processes.

- *The Workforce Institute*
  Are you a fan of survey stats and research results? Step right up and read about some of the human capital management issues affecting both hourly and salaried employees.

Workforce Matters newsletter

Workforce Matters features information helping you better understand your workforce — and it's delivered right to your email inbox. Access industry articles and insight on workforce-related topics, download the latest research, and register for timely and relevant presentations.

Subscribe to the newsletter.

Feedback shapes our future together!

The not-so-secret way we create our partnership for success with you is by hearing from you! The fact is, customer feedback is what cultivates UKG products and services. Through surveys, product enhancement requests, reviews, forums, events, and customer advisory boards, we ask, we listen, and we improve — and as a result, your experience is continually enhanced. And isn't that what a true partnership is all about?

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Connect with us online @UKG.com