

# Future-Proof Your Employee Experience with a Unified HCM and HR Service Delivery Solution

When it comes to finding support in the workplace, employees' expectations are evolving at a consumer-driven pace, often making it difficult for HR to keep up.

It's no longer enough for employers to just check the usual boxes. HR teams need to go above and beyond to provide a consumer-grade employee experience, remove frictions and inefficiencies, and more clearly account for their impact on overall business success.

UKG Pro is one of the only comprehensive human capital management (HCM) providers to also offer customers an integrated HR Service Delivery platform—providing you the support needed for a successful future.

## 1 Proactively Ensure Compliance with Changing Data Laws

UKG Pro Document Manager goes beyond just storage of documents, enabling you to proactively manage the entire document lifecycle—from generation to expiration. With the laws and regulations dictating employee data requirements changing on a daily basis, HR needs a technology solution that is able to keep up with the resulting demands for compliance.

- View and track missing documents and incomplete employee folders
- Request documents from employees in one click
- Set document retention schedules based on document type or geography
- Place legal holds on employee documents at any time
- View an audit trail and history of when documents are touched
- Gain additional knowledge and best practices on global and local data protection laws

## 2 Protect Sensitive Employee Documents

Any document management platform can restrict or allow blanket access to documents. However, this does not satisfy HR's needs when it comes to dealing with sensitive documents containing private information about employees. The HR Service Delivery solutions within UKG Pro enable HR to configure sophisticated viewing permissions based on role type, as well as document type, to ensure documents don't end up in the wrong hands.

- Gain better control and visibility over which roles can access which document type
- Set document privacy standards and manage document actions, such as viewing or sharing
- Control how long shared documents are accessible and what people can do with the document
- Require additional identification, such as a temporary password, for guest users to access files
- Efficiently share large batches of documents with third-party stakeholders, removing risks associated with sharing documents over email

## 3 Easily Upload and Organize Documents by Employee

The HR Service Delivery solutions within UKG Pro enable HR to easily and effectively manage employee records, allowing them to spend time focusing on employees, not paperwork. Enjoy the flexibility to select preferred methods of uploading documents, and benefit from a more intuitive system that understands how HR needs them to be organized.

- Import, upload, email, and scan documents directly to the platform
- Synchronize documents from other systems to create a one-stop shop for employee paperwork
- Search documents by name, geography, type, or date, and across multiple employees at a time
- Classify documents and upload directly to employee folders or document type folders via File Transfer Protocol (FTP)

## 4 Streamline Document Requests with Dynamic Templates

On any given day, HR teams can be faced with hundreds of requests for new documents, such as employment verification letters and more. UKG Pro Document Manager and UKG Pro Document Manager Smart Document Generation makes it quick and easy to create documents from various scenarios, improving consistency and compliance, and eliminating the need for paper or tedious manual processes.

- Create consistent, logic-based templates and keep them in a centralized location
- Automatically populate templates with employee information from data existing inside UKG Pro People Center
- Send documents for electronic signature by any necessary parties, and track signature tasks
- Easily find signed documents archived in employee folders in one click

## 5 Empower Employees to Self-Service

In the modern workplace, employees expect a level of service that is consumer-grade or higher, as well as the freedom to connect with HR in the way that best suits them. The personalized knowledge base within UKG Pro enables employees to search and find the answers they're looking for, when and how it suits them, avoiding the need to spark a never-ending email chain.

- Empower employees to find answers with on-demand knowledge base articles available via their preferred device, saving valuable time for HR
- Benefit from a user-friendly interface that's personalized to the employee or company, so employees only see what's relevant to them
- Enable HR to update content, forms, and processes, without need for IT intervention

## 6 Automate Common HR-Related Processes

When HR is forced to be reactive to one-off requests on a daily basis, it's difficult to find the time to carry out more strategic initiatives that enhance the overall employee experience. With a centralized, HR-first case management platform, HR teams can reduce manual processes and effectively support all work-life events with the help of intelligent process automation technology.

- Automatically route employee requests to the appropriate HR team member to ensure productivity and accuracy
- Configure workflows to meet your unique needs, while also automating request escalations and notifications
- Ensure security with role-based access to cases and audit trails
- Empower employees to view status, history, and next steps inside their case at anytime

## 7 Understand Your HR Analytics and Drive Better Decision-Making

As HR professionals are seen as strategic partners and people experts of the business, they must also become more familiar and fluent with the metrics that drive employee engagement inside their organizations. By providing intelligent workforce insights, HR teams can find ways to better support their people, become more impactful, and improve the employee experience.

- Gain important insight into the performance of HR teams and individual contributors, including average response time, number of new document requests, expiring documents, and more
- Define and monitor KPIs that encourage more data-driven decisions around the employee experience
- View detailed dashboards to help identify bottlenecks and opportunities for improvement
- Understand what your employees are looking at and searching for inside your company's knowledge base, so HR can make smarter decisions about content to publish

By selecting a comprehensive HCM provider with integrated HR service delivery capabilities, HR teams can provide more personalized support to employees, improve productivity, and minimize security and compliance risks associated with disparate systems.

To find out more about how we can help, contact us today.

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