Users Evaluate UKG for HCM
Real end-users share their real experiences

What do users think of UKG™ (Ultimate Kronos Group) human capital management solutions? Leading peer review sites, such as TrustRadius and G2, offer unbiased, validated reviews from UKG customers.

Read on to see what our customers have to say about UKG for HCM on efficiency, customization, customer support, and return on investment. Be sure to also check out the awards that our customer reviews have earned UKG.

Key topics

**EFFICIENCY**
Streamline processes and maximize efforts

**CUSTOMIZATION**
Build the system to match company needs

**CUSTOMER SUPPORT**
The best resources and support available 24/7

**RETURN ON INVESTMENT**
Cost and time savings

**UKG AWARDS**
Recognition across peer review sites based on end-user reviews

Reviewers have received nominal incentive for their endorsement.
"UKG is the one-stop shop for our employees' HR needs. All HR requests can be funneled through ECM to streamline our processes. From a recruitment standpoint, all candidates flow through UKG from application through onboarding and into core. It has made our recruitment process much more efficient, and our recruitment metrics are performing below SHRM averages."

Sarah T.
Talent Acquisition Manager
2nd.MD

"Before, we would spend most of our time entering data into two to three different systems. With UKG, we are able to have one system of record and even allow users to have more control over updating their information within the system. From a benefits standpoint, we went from having to meet with every employee for open enrollment to having a large percentage fill out their own enrollment online due to ease of use for the user."

Verified User
Employee in HR
Health, Wellness, and Fitness Company

"UKG has everything we need under one roof. We don’t have to worry about using different platforms for recruiting, payroll, benefits, performance management, learning, etc. It’s all there."

Adam S.
HR Specialist
Bank of Southern Utah
“UKG is a robust system with a lot of functionality and options. It is user friendly and can be customized to your business needs.”

Verified User
Admin in HR
Insurance Company

“I love the customization available in UKG. Being able to capture our company’s idiosyncrasies through platform configuration is a huge win.”

Heather T.
Payroll Manager
Internet Truckstop

“I like the ability to customize UKG Pro™ to meet our needs and the needs of our employees. Setting up new earnings codes, deduction codes, and tax codes is pretty simple to do. As an administrator in the system, I like that I can see data on the payroll payments such as gross taxable wages and that this is not on the payments for users to see as this could be confusing to them.”

Verified User
Contributor in Finance and Accounting
Facilities Services Company

“UKG Pro is truly a full service HRIS. They offer many different products based on the company’s needs. UKG Pro allows customers to customize many parts of the system, allowing lots of flexibility based on the fact that each company has many different needs.”

Verified User
Team Lead in HR
Insurance Company
“The staff at UKG are always so helpful and go above and beyond to make sure we are satisfied with the recommended resolutions to our cases. They are patient and easy to work with when resolving issues. They make you feel like you matter and don’t make you feel like you are asking questions we should already know. They provide us with the information we need and many have directed me to the portal and shown me the different tools and resources available.”

Victoria T.
HRIS Coordinator
Brockton Area Multi Services

“UKG support is outstanding. They have a payroll hotline to get an immediate resolution or you can put in a ticket via the portal. They also have a chat option. The UKG customer portal is a great resource of information.”

Becky C.
HRIS Business Analyst
Excela Health

“The overall customer support is exceptional! As I mentioned in my previous response, when there is an urgent/time sensitive issue, the UKG customer service team responds within the hour. Also, the online Customer Service Portal has a plethora of information and questions with answers from other UKG users that have helped when we have similar issues. We do not need to speak to a UKG representative because the issue response/resolution is available through the Customer Service Portal.”

Theresa A.
Employee Benefits Manager
Crystal Run Healthcare
"If you want a centralized way to manage all aspects of HR, I can't imagine there being a better solution than UKG. I have implemented four systems throughout my career, and UKG is leap years ahead of any competition. It works well for both small and large companies, regardless of industry."

Bobbi W.
Director of HR
Clearview Cancer Institute

"UKG feels more like it thinks the way HR thinks — that is the best feature of it. Other HR systems are designed by people who know data, not by people who know people. UKG does that; they know how to think like an HR professional."

Angela C.
HR Coordinator
Frasier Meadows

"If you have to manually move information from one system to the other, then UKG is great because it's all in one place. This helps cut down with data entry errors. It's also great for companies whose HR is bogged down with administrative work. The system can be set up to allow managers and employees more access to make necessary changes, freeing up HR to help in a more strategic role."

Verified User
Director in HR
Real Estate Company
Building on 70 years of experience from two leaders in HR solutions, UKG combines the strength and innovation of Ultimate Software and Kronos. Individually, we’ve always put people at the center of everything we do. Together, we’re committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.