

# Partner for Life Experience

The way traditional software vendors have supported their customers has negatively impacted their customers' human capital management (HCM) and workforce management (WFM) technology investment. Many leaders, after experiencing painful implementations and unexpected training, service, and support costs, cite poor partnership as the top reason they have regretted choosing their current vendor.<sup>1</sup>

At UKG, we believe that technology is only as great as the people behind it. That's why we create meaningful relationships to enable you to get the most from your solution by proactively supporting you and your people, from day one, with a team of experts and trusted advisors.



# 74%

of leaders who prioritize partnership when selecting an HCM and WFM vendor<sup>1</sup>

1. Nebo Agency, LLC, *How HCM Decision Makers Today Are Preventing Regret Tomorrow* (2022), at 3.

# The core pillars of our partnership



## **Our culture**

Our people are the critical foundation for building partnerships that enable you to grow and evolve. That's why we focus on attracting and retaining the best talent, so you work with tenured and engaged experts who are invested in your success.



## **Proactive partnership**

Our teams are structured with you in mind, so you get tailored, proactive experiences to support your success. With our unique model, you can leverage dedicated, trusted advisors for both your day-to-day goals and your long-term business objectives, so you can optimize the value of your solution.



## **Inclusive approach**

With UKG, you get our partnership, all the learning and training, as well as our dynamic Community and access to customer events included with your solution — so you can get the most out of your investment.

Our partnership not only delivers exceptional value — it also delivers **confidence.**



## Launch: Get started on the right foot

When you invest in a new solution, you want to make sure you lay the foundation for a strong start and a long-term partnership. Our Launch experience is powered by our innovative tools, proven methodology, and experienced team to help you:

- Gain total visibility with intuitive, collaborative tools and resources
- Accelerate time-to-live with rapid, high-quality data conversions
- Leverage best practices from our 40+ years of expertise



## Learning and training: Access all the enablement you need to be successful

You should have access to all the training, learning, and tools you need to be successful included with your solution. We offer all the resources needed to grow your expertise and help your people get the most out of your solution:

- Access unlimited virtual instructor-led and on-demand training for life
- Utilize point-in-time learning when and how you need it
- Leverage robust success tools for product releases, user adoption, and more



## Support: Get the support you need before you need it

Experience fast response times and get the right answers from a team who understands your organization's unique needs. Our comprehensive, collaborative support partners with you so you can:

- Work with a consistent small team of experts — your dedicated Success Krew — who gets to know you and your organization's unique needs
- Get help with urgent issues through our Rapid Response live support
- Ensure you always have support available with 24x7 support for critical issues

**"UKG's partnership mindset has helped improve the way we use our solution almost every single week. And when they show me how to make my job more efficient, it translates into making our employees' jobs and lives easier."**

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— Eric Sweet, Sr. Manager, Rollins



## **Partnership:** Meet and exceed your long-term, strategic objectives and day-to-day goals

Tackle everything from evolving your people strategy to streamlining your day-to-day with trusted UKG advisors. Our team helps you reduce administrative burdens, optimize your solution, and support your long-term business initiatives with:

- Proactive enablement to prepare you for major milestones
- Insights into industry trends and shifts that could impact your organization
- Ongoing touch points including business reviews, executive visits, and more



## **Community and collaboration:** Connect and collaborate at every step

Grow your expertise, expand your professional network, and influence our products through our customer Community, events, and programs:

- Connect with peers and experts in our dynamic, growing Community
- Engage with experts at our annual conference and frequent regional events
- Collaborate on product enhancements with the UKG team
- Share your experiences and expertise through our Insiders program

**100+**

live sessions  
delivered every  
month

**98.5%**

overall satisfaction  
with UKG  
instructor-led  
courses

**245K+**

active  
Community  
members





## **Additional services:** Take your people strategy to the next level

Your organization may have specific, unique needs when it comes to your solution goals and strategy. That's why we offer a comprehensive portfolio of optional services, so you can partner with us to simplify and streamline burdensome processes, evolve your people strategy, and build a stronger workforce culture through our additional services, that can help you:

- Reduce the burden of managing payroll, benefits, and garnishments processes
- Optimize your solution and implement proven practices
- Support change management, engagement, and other important initiatives
- Navigate major business events like mergers and acquisitions
- Gain deeper insights into your people data

**"When we were trying to find the right partner that would be able to scale with our organization, it was important to us to find a company that shared our same values and purpose. UKG's people-first approach really resonated with me, because we also believe if you take care of your employees, they will take care of the business. So for that, it was the perfect partnership."**

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— Hyunna Coelho, CAO, Merz Aesthetics

# Our promise to you

Partnering with UKG means more than great technology. It's selecting a partner that keeps the focus on what matters most — your people. That's why we create meaningful, lifelong relationships that build your trust, make the complex simple, and evolve your organization to remain successful today and tomorrow.

To UKG, you're  
more than a  
customer —  
**you're a partner  
for life.**



Our purpose is people

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