



Pro

# The UKG Ultimate Community

Inspiring Change,  
Innovation, and  
Connection



# Introduction

While technology is making it easier for customers to engage across more technology channels than ever before, one thing that holds true is the desire to talk to real people. As organizations transition to more digital and automated communication methods, keeping a level of individual and human contact is more important than ever.

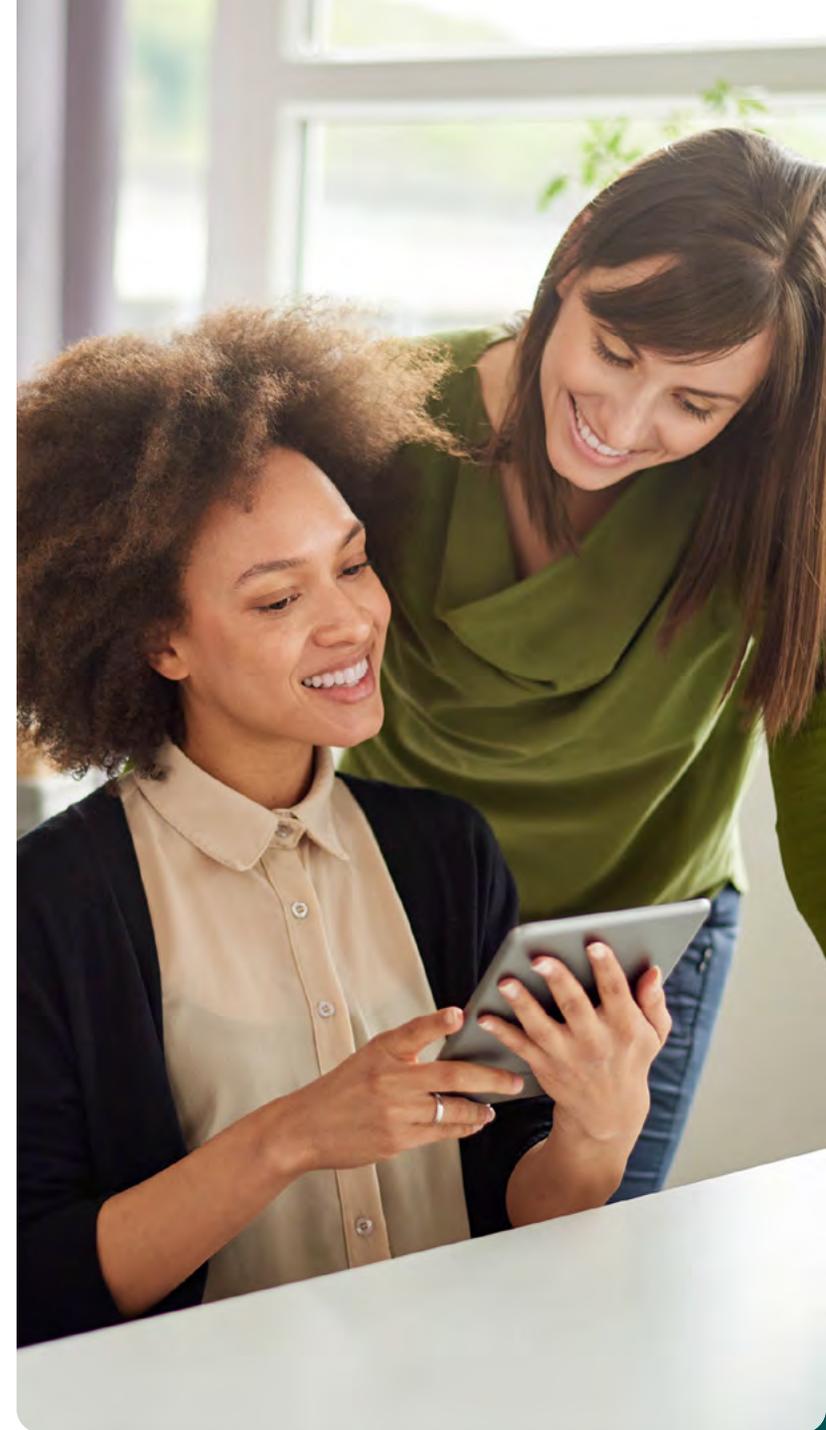
Online communities offer the perfect balance of convenient digital experience today's workforce demands, while still giving them the ability to connect and engage with other users all over the world. They can better support how people live and work through informal learning and knowledge sharing, and provide opportunities for growth and meaningful collaboration.

At UKG, our purpose is people™. We care deeply about our customers' long-term success, and we are committed to making sure you get the most value from your investment. To us, you aren't just a customer — you're a partner for life.

The UKG™ Ultimate Community helps create even stronger partnerships with our customers, drives collaboration, and sparks innovation with UKG Pro™ users from different backgrounds and histories. Through one central location, you have the flexibility and convenience to get the answers you need, connect with other users and groups, share your knowledge and expertise, drive change, and provide better experiences through personalized, proactive service that goes well beyond software support.



of companies with branded communities say the community has helped improve experiences for their customers.<sup>1</sup>



<sup>1</sup> Vanilla Forums, Online Communities: The Benefits and Impacts on Organizations (2019), at 48.

# Join a Close Community of Experts

Many customers are experiencing a dissonance between the level of service they expect and what they actually receive from their software providers. In fact, 73% of customers expect companies to understand their needs and expectations — but only 51% say that they are being met in reality.<sup>2</sup>

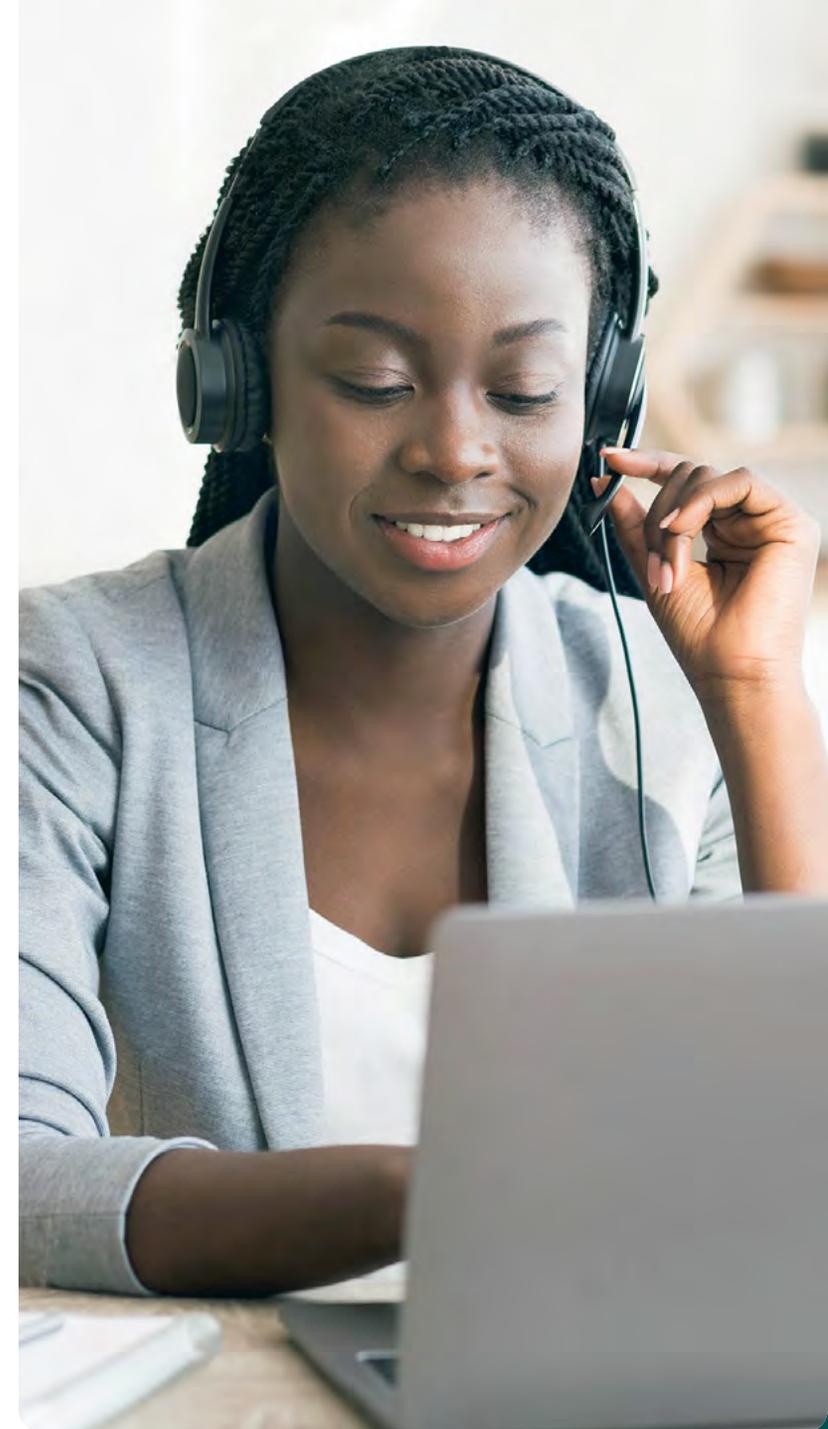
The Ultimate Community empowers users around the world with a virtual way to learn from, and collaborate with, fellow Pro users and subject-matter experts. You can access dozens of diverse groups (comprising approximately 30,000 users), connect with HCM professionals, share ideas, find inspiration, and strengthen your knowledge of UKG products and services.

## Through the Community, we focus on three key factors:

- **Ease of use:** Providing the right tools to get information faster, ask questions, and share ideas.
- **Connectedness:** Ensuring customers feel seen and heard, providing them opportunities to lead and inspire others.
- **Emotion:** Helping customers feel confident while using Pro, and growing their peer network.



of our customers say they feel like they've joined a family when they partner with UKG.<sup>3</sup>



<sup>2</sup> Salesforce, State of the Connected Customer (2019), found at [https://c1.sfdcstatic.com/content/dam/web/en\\_us/www/assets/pdf/salesforce-state-of-the-connected-customer-report-2019.pdf](https://c1.sfdcstatic.com/content/dam/web/en_us/www/assets/pdf/salesforce-state-of-the-connected-customer-report-2019.pdf).

<sup>3</sup> UKG Inc., Community Pilot Study (2021).

# Gain a People-Centric User Experience

At the core of every customer inquiry is a desire for a quick resolution. Whether you are new to a company or a seasoned employee, we understand there are challenges that pop up at every corner — and getting the answers you need quickly is essential to your productivity.

Through the Ultimate Community, we are committed to not only providing immediate, personalized support to Pro users, but designing it in a way that makes your job easier and your experience more enjoyable.

Keeping our three key factors in mind, the Ultimate Community offers simple navigation right from the start. In one comprehensive view, you have access to the important information you need, right at your fingertips.

The Ultimate Community's easy-to-navigate homepage provides the resources, information, and tools you need, all in one place. You can easily browse helpful articles in the Knowledge Center that spans more than 30 products and features, including UKG Pro People Center, UKG Pro Pay, UKG Pro People Analytics, system configuration, and more — helping you discover best practices on day-to-day tasks or larger HR initiatives.

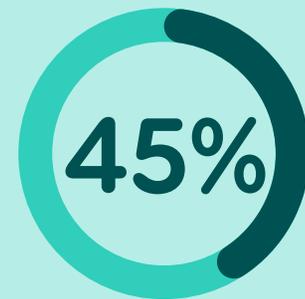
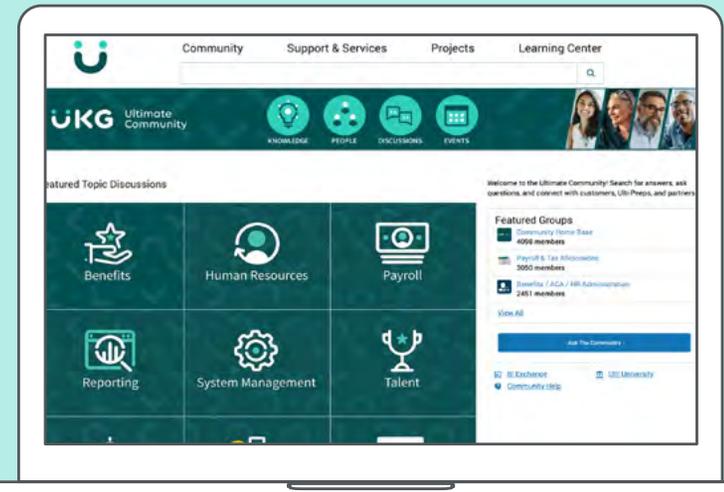
It can be daunting really to walk in on day one and not know the system. But to have that sense that someone has your back — whether it be UKG from the support side, or our local group, or the Community — somebody has your back and is willing to help you. To me, you can't beat that anywhere.

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**Richard Grossman**

Odyssey Systems Consulting Group, Ltd.

## Get the information you need, on demand



of UKG customer interactions are resolved through self-service and never require a case.<sup>4</sup>

<sup>4</sup> UKG Inc., Community Pilot Study (2021).

# Foster Connections and Social Collaboration

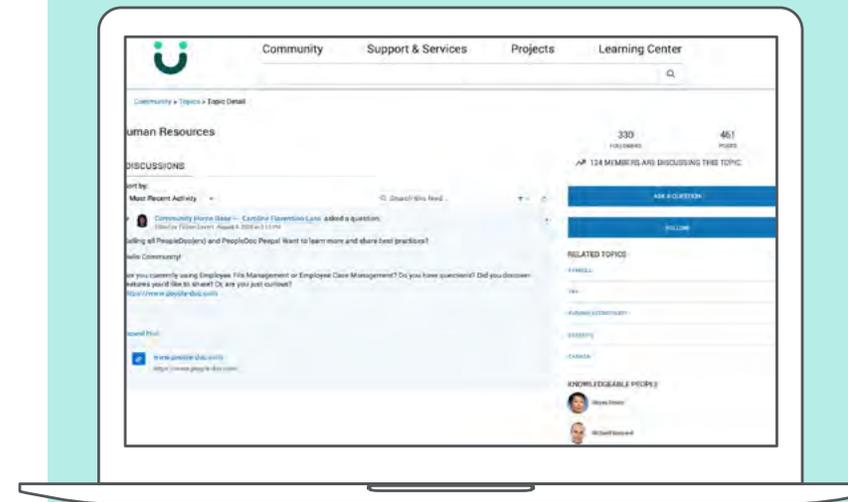
Bringing people together in a community with the common goal of getting the most out of their HCM solution is a great way to build connections and involve members in a mutually beneficial way. Having a network of peers at your fingertips brings new levels of confidence throughout the working day — empowering HCM users to get the right information when and how they need it, and reach others from anywhere. Especially in times of change and uncertainty, it's invaluable to know you're part of a network that's striving toward similar outcomes, and forging a sense of belonging and inclusivity together.

In the Ultimate Community, members are empowered to engage with experts when they want and how they want, and they can follow helpful discussions that evolve in real time to the world around them.

Members in the same community have a unique ability to not only access helpful resources, but also to connect with users who work in the same platform. This helps build knowledge and expertise, and fosters meaningful relationships that you can leverage when you need guidance or support.

On the Ultimate Community homepage, you have convenient access to featured HCM topics such as HR, benefits, payroll, workforce management, and more. You can browse these topics for information and best practices, ask questions, or search for specific areas of interests or by industry. For each featured topic, there are discussions from other Pro users and experts that you can follow to stay more informed.

## Stay connected and informed



of UKG Pro customers say they enjoy easy, on-demand access to answers from peers in the Community.<sup>5</sup>

<sup>5</sup> UKG Inc., Community Pilot Study (2021).

Each user has a profile that shows general information, so you can get a quick synopsis of who the individual is, their interests and expertise, and their influence points — which are awarded by UKG based on participation, knowledge, quality of contributions, and more. You can also receive recognition badges from other users or UKG employees to further build your reputation in the Community.



of UKG Pro customers say it's easy to share product feedback and ideas in the Community.<sup>6</sup>

The Ultimate Community makes me feel like a part of UKG. It's not just a software program to me, it's not just something I run payroll with. This is something where I am meeting other like-minded individuals and getting feedback from them on how to do things.

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**Amber Soto**

HR Specialist, State Bank of Southern Utah



<sup>6</sup> UKG Inc., Community Pilot Study (2021).

# Build Your Expertise and Knowledge

Knowing everything there is to know about your HCM solution requires copious amounts of time and constant research. With online communities, you can strengthen your knowledge by leveraging personalized experiences that present relevant information in a convenient and engaging way.

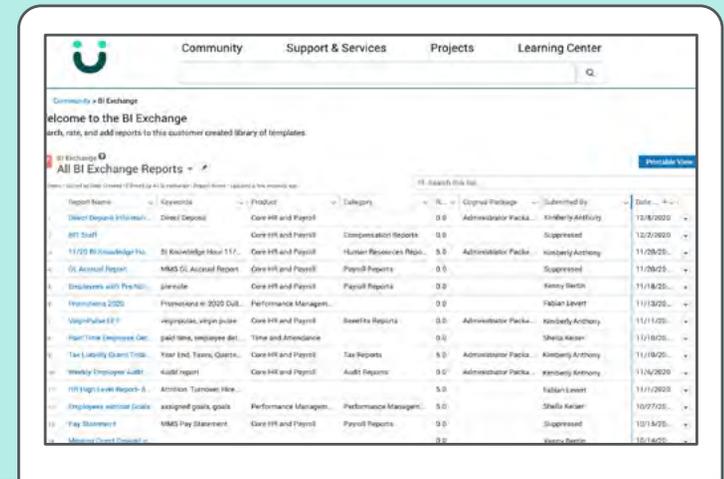
The Ultimate Community is powered by users sharing and exchanging content and information. You can easily take advantage of professional development opportunities, join active discussions on the latest news and solution features, view articles and resources to strengthen your knowledge of UKG products and services, or browse a library of reporting templates.

For strategic HR professionals, workforce reporting is pertinent to understanding and monitoring organizational activities and provides stakeholders with the information they need to make key decisions. The BI Exchange offers a customer-created library of reports and templates that can be shared, downloaded, and used as needed.

**There are hundreds of reports and templates available, spanning multiple areas — including payroll, recruiting, onboarding, and much more. With these reports, customers can:**

- Use a rating system to find reports that peers find most valuable
- Add reports to the exchange that can potentially help others
- Leverage helpful reports that can elevate reporting for your company

## Take your people analytics to the next level with the BI Exchange



Having immediate access to important information all in one place saves valuable time and helps you stay productive. When a community offers timely content, users are conveniently reminded about important upcoming events, including holidays, year-end tasks, product releases, regulatory changes, trends, and more — helping them stay updated and engaged.

Accessible via the homepage, the Ultimate Community offers a featured content section showcasing relevant and timely content that is changed out regularly depending on importance.

- **Resources:** Stay informed with the latest news and information pertaining to Pro.
- **Member Spotlight:** Meet members in the Community, understand their contributions, and learn more about their areas of expertise.
- **Get Inspired:** View opportunities to learn and grow as HR professionals through a thought-leadership program.

It's so amazing that we partnered with a company that has truly the same values as we do. And community is one of SMS's values, so it means being a part of something bigger. It's not just about your organization; it's about everybody you are connected with and supporting other people outside of your organization. That's one of the reasons I love being a part of the Ultimate Community with Pro. With UKG offering this for its customers, honestly for me, it sets them apart from anyone else.

**Jennifer Sutter**

Manager of Total Rewards, SMS Equipment

## Access featured and timely content at your fingertips via the intuitive homepage



# Innovate Together

By empowering customers to connect with their peers, share experiences, and discuss recent and future challenges, we uncover insight into what HR practitioners really need — so we can deliver even more creative solutions to help improve their experiences day in and day out.

We're always listening to and encouraging our customers to provide feedback on how we can make their experience with us better. Our customer-led innovation approach provides opportunities to collaborate with product experts and weigh in on the future of Pro — taking discussions and ideas and turning them into product and feature innovations.



of communities say that suggestions from customers have been used to improve products or services.<sup>7</sup>



of new features and enhancements derived from customer ideas in the last year alone.<sup>8</sup>



<sup>7</sup> Vanilla Forums, *Online Communities: The Benefits and Impacts on Organizations* (2019), at 50

<sup>8</sup> *Ibid.*, at 35.

# Our People

At UKG, everything we create, everything we do, stems from our dedication to taking care of people. This includes offering a world-class experience strategic support to all our customers — not only to help them get the most out of their technology investment, but also to help truly transform their workforce people strategy and culture.

Through the Ultimate Community, our goal is to bring customers together in a fun and unique way — helping to build strong connections through peer interactions, provide more self-service opportunities, and empower HR with a platform that inspires change and innovation.

**Share, inspire, and connect**  
through the UKG Ultimate  
Community.

[Contact us to learn more](#)

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## 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 delivers award-winning Pro, Dimensions, and Ready solutions to 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 an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's 100 Best Companies to Work For list. To learn more, visit [ukg.com](http://ukg.com).



Our purpose is people

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