

Customer Experience Overview

At UKG™ (Ultimate Kronos Group), our purpose is people™. Everything we create — and everything we do — stems from our commitment to helping your organization and your people reach their goals. This includes offering a world-class customer experience that helps you get the most from your UKG technology investment, while transforming your workforce, people strategy, and culture.

UKG Pro™ (formerly UltiPro®), our award-winning human capital management (HCM) solution, unlocks access to a highly personalized and proactive customer experience designed to support your long-term success. With UKG, you can expect much more than just great software support. We build true, lifelong partnerships that evolve with your needs and priorities — so you can create more connected and meaningful experiences for all your people.

Service Makes the Difference

UKG is here for you every step of the way as your “Partner for Life.” The entire UKG team is committed to ensuring that you feel personally supported, cared for, and set up for success. At the same time, we’re focused on consistently moving beyond technical support to provide a more transformational and lasting partnership.

62%

of HR leaders want better partnership from their HCM provider¹ — especially in the following areas:

- Faster responses
- Limited handoffs
- Flexible training

1. Kelton Global, *The Growing Service Divide: The Surprising Truth Behind HR Software Regret* (2019), at 6.





Enjoy a Stress-Free Launch Process

UKG's revolutionary, stress-free launch process sets a solid foundation for our long-term relationship as your trusted, responsive business partner. We get you off to a strong start with intuitive tools backed by proven people experts.

- Gain total visibility via our collaborative launch platform
- Ensure rapid, high-quality data conversions
- Enjoy a personalized experience and an accelerated time to go-live



Build Meaningful, Personal Relationships

At UKG, you get a dedicated team of experienced individuals who know and understand you and your business — paving the way for success from day one. Your UKG team includes:

- An experienced and tenured account manager who provides proactive support and helps you prepare for future events such as year-end closing and solution optimization
- A dedicated Executive Relationship Manager who is there to help you meet your long-term strategic goals by conducting ongoing executive reviews, guiding you through industry trends, and more



Gain Expert, Strategic Guidance

Not only do we help you get the most out of UKG Pro, but we also offer strategic guidance to help evolve your workforce experiences — reducing administrative burden, optimizing your solution, and helping you build a stronger, more inspired workforce and culture.

- Leverage experienced consultants to help implement proven strategies; adopt best practices; and navigate change management, engagement initiatives, and major business events such as mergers and acquisitions
- Access a wealth of thought leadership content, trend research, regulatory updates, and best practices from industry experts via free webcasts, white papers, and even a 24/7 online HCM academy
- Receive one free pass to UKG Connections, our annual customer conference that offers an exclusive opportunity to gain knowledge and insights, connect with your UKG team, and network with peers in similar roles and industries

More than **70%** of our customers participate in the UKG Ultimate Community, and **83%** of their questions are answered by peers.



Unlock Unlimited Learning — Tailored to You

UKG offers flexible, unlimited learning delivery options that make it easy for your people to expand their knowledge and be more productive. Continuous access to UKG Pro Learning ensures your team experiences zero disruptions as it grows and evolves, leading to a faster return on your investment.

Every year more than 50,000+ attendees participate in UKG's live instruction sessions. Plus, we offer hundreds of just-in-time, self-paced learning opportunities from within the UKG Pro solution itself.

- Get personalized, expert advice and instruction through the UKG Pro Success Program, a 12-month onboarding program designed to build user proficiency and provide tips on configuration, learning opportunities, reporting, and other capabilities that are critical to your success
- Virtually connect and engage with UKG subject matter experts and fellow UKG Pro users through the UKG Ultimate Community (formerly Ultimate Community)
 - Join dozens of diverse conversations with more than 30,000 active members
 - Create valuable connections with like-minded peers
 - Instantly access support, news, updates, and a variety of learning and collaboration resources

Count on Dedicated People Committed to Your Success

We're always here, ready to work with you, and offer flexible support options that best suit your needs and preferences. Whichever way you prefer to connect — online or via phone or live chat — we offer 24/7 support at no extra cost, so you get exactly what you need quickly to stay productive and engaged.

Our Collaborative Account Support Team (CAST) model drives our unique approach to serving and supporting our customers. You have the same dedicated Account Manager who works with the same team of specialists — all of whom are familiar with your organization and industry — for enhanced collaboration and efficiency. As a result, your CAST team members are more empowered and engaged, creating a more impactful service experience for you and your people.

Help Shape Our Future with Your Ideas

At UKG, we value real collaboration. This means partnering with you every step of the way, listening to your ideas, and making them a reality. The Ideas portal within UKG Pro provides the opportunity to share your feedback as part of an online community of users. Your input helps us advocate for our customers and continuously innovate with new and meaningful product enhancements.

In the past year, **44%** of new features released for UKG Pro originated from customer ideas.

We think you're pretty special when you're a UKG customer. That's why we build products and create experiences designed to inspire your people — and your organization — to grow and thrive. By investing in lasting partnerships and taking the time to truly understand you, we help guide your journey, uncover the right opportunities, and drive breakthrough outcomes for your people and your business.

To UKG, you're
more than a
customer —
you're a Partner
for Life.



Our purpose is people