



New World Workforce Management

UKG

Report Abstract

April 2021

By Elizabeth Rennie

Principal Analyst

NelsonHall

12-pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on UKG is a comprehensive assessment of UKG offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

Key Findings & Highlights

NelsonHall's vendor assessment analyzes UKG's offerings and capabilities in Workforce Management services. UKG, with its headquarters dual located in Weston, Florida, and Lowell, Massachusetts., was formed in April 2020 through the merger of Ultimate Software and Kronos (both majority-owned by private equity firm Hellman & Friedman), creating one of the largest global cloud technology providers with a combined ~70 years of experience and with an enterprise value of \$22bn. Both companies were of a similar size, and the combined organization has ~13k employees across all regions, with the majority based in North America. The legacy Kronos company was formed in 1977 by MIT engineers who developed the first patented microprocessor-based time clock and throughout its history has been positioned as a specialist in workforce management.

UKG supports technology and managed services, which collectively support over 50k client organizations across 165 countries, including:

- WFM technology:
 - UKG Dimensions (launched in March 2018, with ~1.4k clients serving 6.5m users)
 - UKG Ready (launched in 2012), with ~6k clients and serving 40m users
- HCM Technology:
 - UKG Pro (~5k clients): HCM platform targeted to midsized firms with >500 employees
 - UKG Ready (~33k clients): HCM platform targeted to SMB firms with <500 employees
 - UKG HR Service Delivery (~5K clients): Employee file and case management targeted to mid to large-sized organizations
 - UKG Employee Voice (~1K clients): Employee feedback and sentiment analysis surveys targeted at any sized organization

- Managed services:
 - HR Transformation consulting and change management
 - Benefits Administration Services
 - Partial and fully managed payroll services.

UKG offers both time clocking hardware provisioning and maintenance as well as cloud-based software. Its UKG Dimensions product is its leading enterprise Workforce Management platform which is designed on an intuitive UI. Functionality includes:

- Scheduling (includes basic, advanced, and AI-optimized)
- Timekeeping
- Absence management
- Analytics and reporting
- AI-driven recommendations help managers determine which time-off requests to approve.
- Document management
- COVID19 symptom tracking and contact tracing see “Covid specific solutions” section below.
- UKG Workforce Activity Report (U.S. only) shares benchmarking data on shifts.

UKG has ~4.4k employees dedicated to Workforce Management technology development, implementation, and service delivery. UKG targets all sizes of organizations for its Workforce Management solutions and an average Workforce Management client size has a population of ~5k employees.

Scope of the Report

The report provides a comprehensive and objective analysis of UKG’s Workforce Management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization including the location of delivery locations.

New World Workforce Management Assessments also available for:

ADP

Capita

Ceridian

Infor

Quinyx

SD Worx

TCP

WorkForce Software

About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and Workforce Management, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Liz can be contacted at:

- Email: elizabeth.rennie@nelson-hall.com
- Twitter: [@erennie_](https://twitter.com/erennie_)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street,
Suite 2-400, Newton
Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook,
Molly Millars Lane,
Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.