NelsonHall Vendor Profile

New World Workforce Management

UKG

Report Abstract

July 2024

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12 pages

Contents of Full Report

Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on UKG is a comprehensive assessment of UKG's 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

UKG is a privately-owned corporation that provides full-suite solutions, as well as stand-alone products, focused on WFM and HCM technology and services.

UKG was formed in April 2020 through the merger of Ultimate Software and Kronos, creating one of the largest global cloud technology providers with a combined 70+ years of experience and ~15k global employees, with the majority based in North America.

UKG provides technology and managed services, which collectively supports ~80k client organizations across 150 countries, including:

- WFM technology:

  - UKG Pro WFM (formerly known as UKG Dimensions): services ~15.6m users with ~5k global clients

  - UKG Ready: services ~6k clients and serving 40m users

- HCM Technology:

  - UKG Pro (~8.7k clients): HCM platform tailored for midsized to large enterprise firms with >500employees

  - UKG Ready (~42k clients): HCM platform tailored for SMB firms with <500 employees with an ability to scale up to midsize firms

  - UKG HR Service Delivery (~5k clients): employee file and case management, including a knowledgebase, targeted to mid to large-sized organizations

  - UKG Employee Voice (~1.5k clients): employee feedback and sentiment analysis solutions, using language processing, targeted at any sized organization

  - Great Place to Work (~21k companies) Proprietary model and platform offering workplace certification and lists, data and benchmarking, and research and insights

- Managed services:

- HR Transformation consulting and change management

- Benefits Administration Services

- Multi-country and global payroll services.

- Partial and fully managed payroll services.

This profile focuses specifically on UKG's WFM capability via UKG Pro WFM. 84% of new UKG Pro HCM clients bundle WFM software.

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 centers.

New World Workforce Management Assessments also available for:

ADP

Dayforce

Infor

Paycor

SD Worx

Shiftboard

WorkForce Software.

About The Author

DeeAnna Warrington is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for HCM technology, workforce management, and health & welfare administration.

DeeAnna is a highly experienced HR Specialist with 15 years of experience across various industries such as finance, wealth management, health insurance, healthcare, retail & sales, and real estate. She has significant experience in HR business operations and technology, acting as a consulting project manager to match organizations with HR software and service providers.

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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

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