



Platform Integrations for HR Success

# UKG HR Service Delivery & Workday



# Introduction

Supporting employees throughout life's changes has never been easier with the UKG HR Service Delivery solution (formerly PeopleDoc HR Service Delivery), and its seamless integrations with common HR Information Systems (HRIS), such as Workday. The UKG HR Service Delivery platform helps HR teams support employee journeys from beginning to end, through powerful integrations and data synchronisations with the HRIS. Workday customers in particular will benefit from the breadth and depth of UKG HR Service Delivery functionality, to fill in the gaps where service delivery is missing or lacking in crucial HR-specific features.

Integrating UKG HR Service Delivery and Workday expands HR teams' technological capabilities while keeping people at the center of all transactions. Pairing these systems helps to improve the employee experience, increase HR agility, and ease compliance management via sophisticated employee case resolution and proactive employee document management solutions.

In this guide, you will learn how the integration benefits HR teams already using Workday by drawing on complementary systems, and improving HR agility overall.

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## Expert HR Service Delivery Technology

At UKG™ (Ultimate Kronos Group), our purpose is people™. UKG HR Service Delivery enables organisations to manage their HR operations in a digitally transformed and efficient manner, while also providing more comprehensive support to employees. Informed by data already existing inside Workday, UKG HR Service Delivery arms HR professionals with the digital help they need to transform the employee experience, optimise service delivery, and stay on top of compliance.

Built for HR, by HR—the UKG HR Service Delivery solution considers the specific needs of HR team members on the frontline when handling employee cases and managing employee documents. For years, all investments and development (R&D) efforts were dedicated to these needs and use cases, so the technology gets to the core of what HR teams really need today, and how they may change over time, both in the breadth and depth of functionality. Because UKG HR Service Delivery is accessible directly from Workday, HR users can seamlessly toggle between systems. The experience is equally simple for employees, who can enjoy easy navigation and consistent experience with UKG's intuitive, user-friendly interface.

## Complete HR Service Delivery with UKG & Workday

By integrating with Workday, UKG HR Service Delivery makes it easy for HR teams to automate almost any manual process, respond to employee requests, and actively manage all related employee documents. The platform is also built to mitigate security risks and reduce compliance headaches for global teams. While Workday can cover some areas of employee service, UKG HR Service Delivery fills the gaps where service delivery functionality is missing or outdated in terms of current market trends and needs.

Empowering teams with a best of breed solution gives them the power to do more to support their employees and reduce manual or administrative tasks. Using employee data from Workday, HR teams can increase agility and efficiency by harnessing the power of UKG!

The UKG HR Service Delivery platform consists of UKG People Assist, UKG Document Manager, and several supporting features and capabilities, such as process automation, analytics, and digital signatures—all designed to simplify the busy lives of HR practitioners.

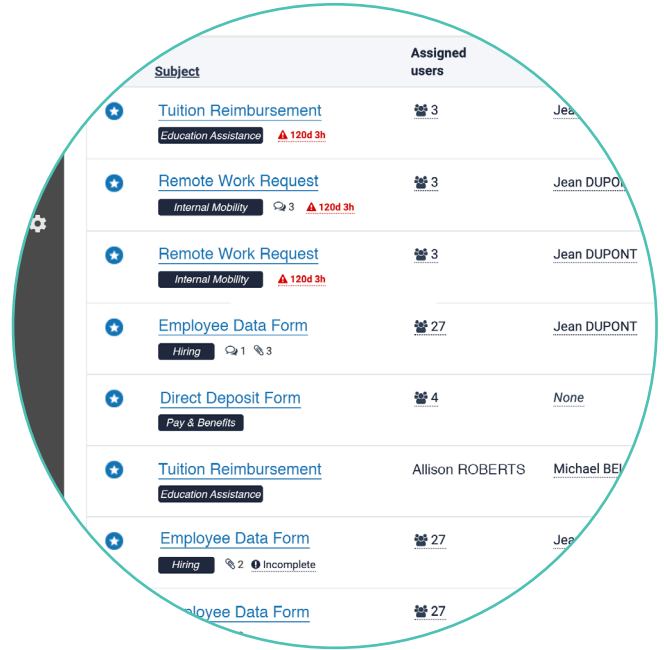


# UKG People Assist

UKG People Assist ensures HR can meet, and exceed, the consumer-grade experience that employees expect to receive from workplace technology today. With searchable knowledge base articles and web-based forms, employees can easily find HR-related information on their own, and benefit from a more intuitive and collaborative platform for HR-related communications.

With UKG HR Service Delivery, it's easy to support essential people-based processes or workflows that occur outside Workday. HR teams can create automated processes for employee requests or important employee lifecycle events like Offboarding, Tuition Reimbursement, or Overseas Transfers, without the need to consult IT. As employee attributes change in Workday, the knowledge base and workflows are automatically updated in order to be relevant to that employee. HR teams using both UKG People Assist and Workday can:

- Pin crucial announcements and provide employees with contextualised articles in the UKG People Assist Knowledge Base, based on their employee attributes in Workday, such as job location, department, or job type
- Customise case routing to get employees the help they need quickly, without coding or IT resources
- Improve case resolution times with a centralised view of tasks, automated notifications, predefined answer templates, and greater insights into case volume and popular request categories
- Ensure security and privacy with role-based access to cases and audit trails for case history



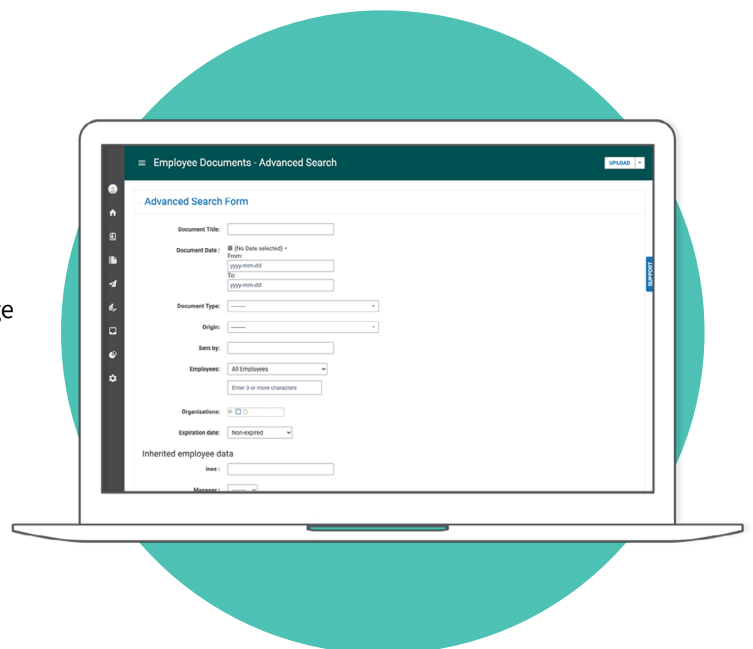
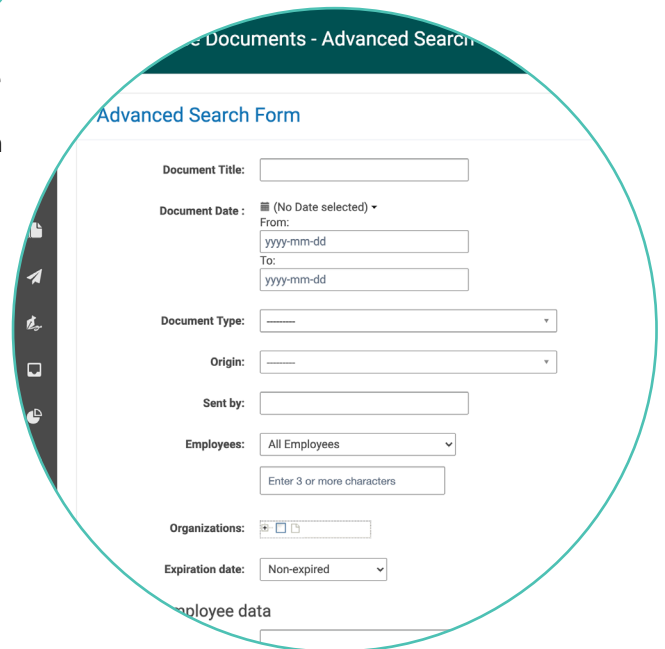


# UKG Document Manager

UKG Document Manager ensures continuity and agility of people operations by digitising people documents and manual people processes and enhancing security—all while collaborating within one single platform across borders. HR users can easily find documents, securely share documents between locations and departments, confidently respond to audits and requests, and easily view of any potential compliance risks. Documents generated from cases or processes in both Workday and UKG automatically flow into the employee's digital file, providing a full view of the employee.

Any documents generated as a result of these processes or cases, or from other HR systems, automatically flow into an employee file, giving HR an easy, centralised way to access HR documents and comply with local regulations. With added document automation capabilities and compliance features, HR teams using both UKG Document Manager and Workday can:

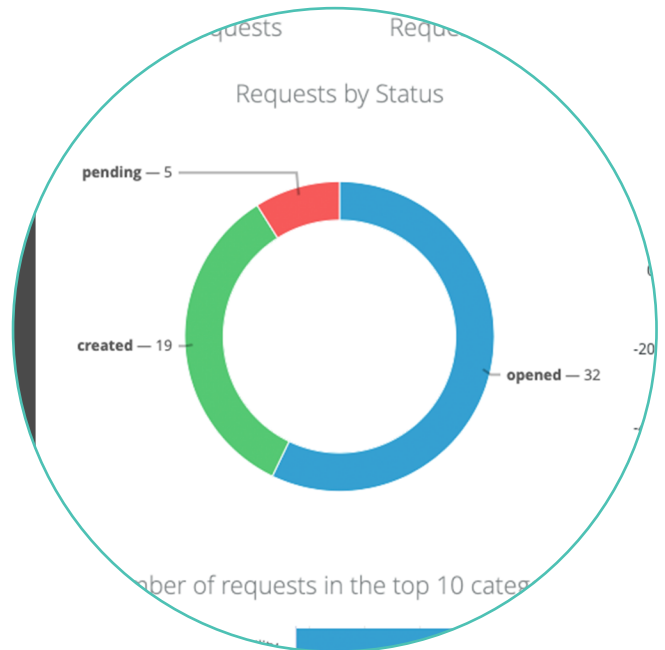
- Synchronise documents from Workday—and other systems—to create a holistic view of employee documents, organised into structured employee files
- Utilise advanced search capabilities to find documents across multiple employees, rather than searching through each employee profile in Workday
- Send documents for electronic signature in UKG HR Service Delivery, and track their completion and storage
- Easily view missing, outdated, or expiring documents, and request updated documents from employees to remain compliant, always
- Actively manage the entire document lifecycle for employee files, from creation to disposition without involving IT resources



## Visualised Analytics & Dashboards

UKG People Assist and Document Manager are both supported by embedded analytics and visualised data to help HR further understand and support people in a meaningful way, and ensure they feel valued with more methods to reach out to HR for help from anywhere, and at any time. Using this information, HR is empowered to make process changes, update employee documents, stay ahead of compliance risks, and adjust resources to best serve their organisation. Using the analytics and rich insights within UKG HR Service Delivery, HR teams can:

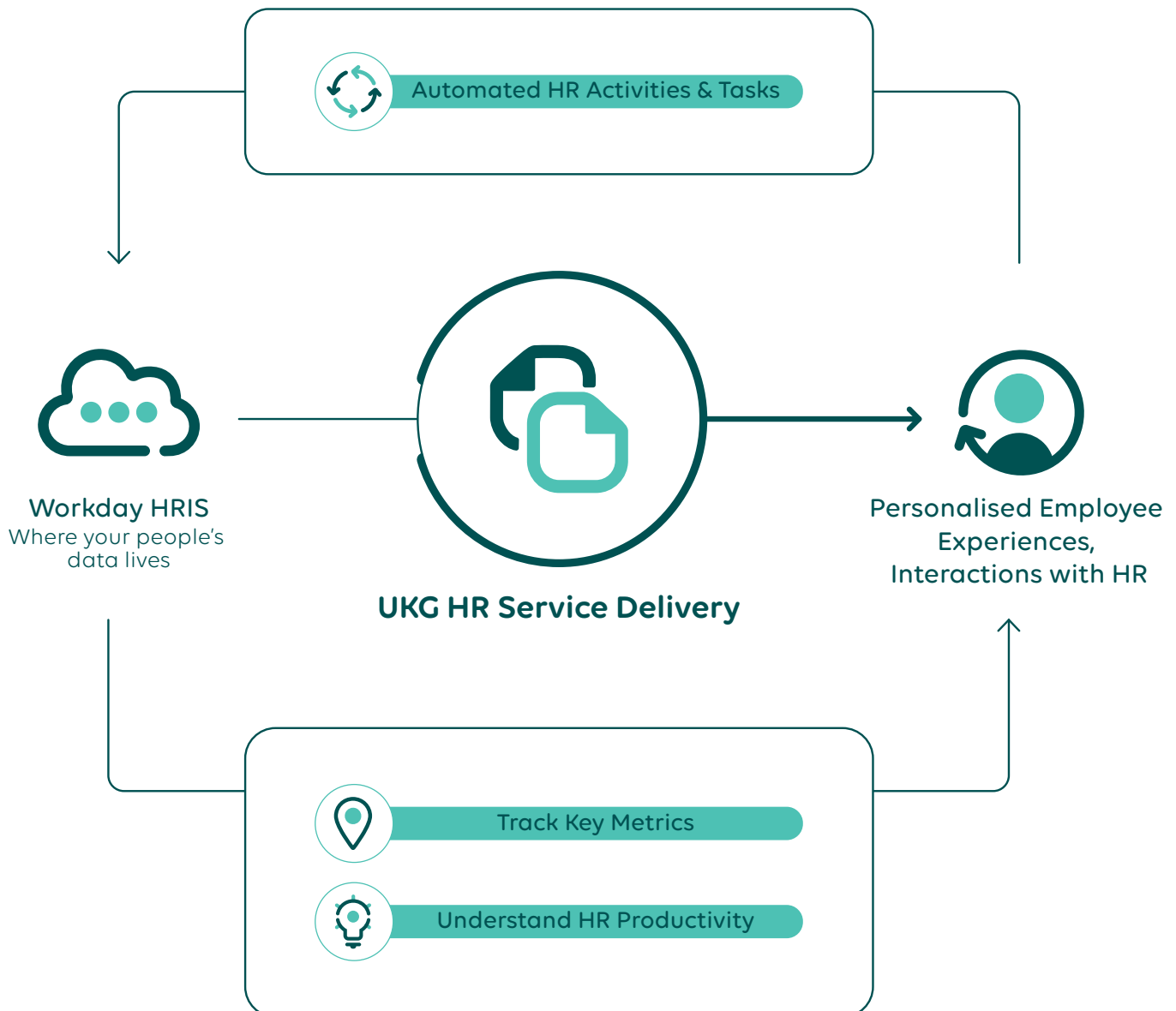
- View common employee needs and requests to improve employee satisfaction and adjust HR processes accordingly
- Track HR performance against key performance indicators (KPIs) and service level agreements (SLAs) to hold service representatives accountable
- Increase the return on investment (ROI) for your shared service center by optimising processes, identifying bottlenecks, and tackling HR performance with new insights
- Develop and optimise knowledge base articles based on common employee requests



## Workday Integration Functionality Overview

To properly collect the relevant data from Workday, UKG's team of integration experts utilises a report for each necessary integration feed: Organisational, Employee, Power End User and Document. The information from these reports is fed to the SFTP server where UKG HR Service Delivery collects data to synchronise and perform actions, including browsing employee files, and viewing pending employee requests.

Using this synchronisation, the two systems can both remain up to date, while HR teams can leverage data in UKG HR Service Delivery to provide better HR Service Delivery to employees.



## Our Service Philosophy

UKG is committed to building life-long partnerships with our customers by offering the most personalised, proactive service—moving beyond software support to true partnership. In doing so, we're also backed by 70 combined years' expertise as the people and workforce technology experts to help you exceed your organisational goals. Our obsession with all things HR and workforce management is further matched by our award-winning, people-centered culture. Because we understand that when you value your people as the most important element of business, even more inspired work follows.

UKG's dedicated Services team and designated Customer Success Managers (CSMs) assist in setting up your Workday integration and consistently ensure peak performance. Your CSM brings strong HR experience and business acumen along with technical understanding to proactively ensure your investments achieve your HR KPIs and business outcomes.

Pairing UKG HR Service Delivery and Workday truly transforms the way you can work across systems, and how your HR teams can serve employees. Workday's core HR system is a good resource for information and data storage. By partnering with UKG, Workday customers experience enhanced compliance, improved employee experiences, and greater control over HR processes. With UKG HR Service Delivery, Workday customers can:

- Centralise employee documents generated in Workday and other HR systems to ensure compliance and get a complete view of employees
- Send employees tasks or relevant videos, articles, and forms based on events triggered in Workday
- Provide employees access to HR policies and information via a user-friendly knowledgebase, accessible on any device
- Automatically route requests to the right person in HR to resolve, based on Workday data and predefined workflows
- Build out any people-based processes that are beyond what can be done in Workday
- Support employee work life events that span across Workday and UKG HR Service Delivery with seamless integration to allow information to flow between systems
- Build processes, tasks, and forms without IT support





## Client Story: Wolters Kluwer

Over the past 183 years, Wolters Kluwer has tackled everything from publishing to digital software, and today helps banks and insurance companies with their compliance and regulatory needs. Its new global HR transformation strategy is only the latest in a long line of large-scale changes that have helped the firm survive—and thrive—for so long.

### The Challenge

Typically, HR transformation is designed to minimise administrative tasks in order to maximise strategic roles. But Wolters Kluwer approached things a little differently, aiming to create disciplines of specialty. Rather than have everyone do everything, team members are encouraged to deepen their expertise in the areas that matter most, and to take a global approach rather than a local one. This structure aligns responsibilities with business needs—and allows HR to be true consultative partners.

After thinking strategically about the company's talent agenda, the team determined what kind of employee and candidate experience it needed to create in order to optimise its outcomes. From there, it worked backwards to create a plan that would work. The Wolters Kluwer team's goals were to:

- Establish a consultative partnership approach to HR service delivery
- Improve the employee experience by implementing consumer-like experiences at work, that job candidates and employee have come to expect
- Initiate a change management project to truly transform the HR function of the business

Driving towards a consumer-grade experience was important to us, and [UKG HR Service Delivery] was a solution that supported that. They filled in a lot of the gaps, a lot of the functionality that the core platforms out there don't do, and really gave us extensibility.

Bill Baker, Executive VP of HR at Wolters Kluwer

### Why UKG HR Service Delivery

As an organisation that spans 47 countries, Wolters Kluwer needed a solution that would let it speak to its global workforce—something it had always struggled with. The team decided to move its entire infrastructure to the cloud, leveraging the most advanced HR tools available—and building flexibility and scalability at every step.

As the team began establishing the blueprints for Wolters Kluwer's HR transformation, it became clear that their strategy had to be about more than just maximising efficiency—it was about holding the business to the same standards internally that it is externally. This realisation became the team's driving purpose and formed the foundation of its business case.

Since launching UKG HR Service Delivery and Workday functionalities for every employee across the globe, Wolters Kluwer has hit several transformation milestones. Across locations, the ability to find everything in one centralised place has been most celebrated. From a user experience standpoint, Bill Baker—Executive VP of HR at Wolters Kluwer—and his team have the reassurance that they're on the right track—and there's more to come.

### Results

With UKG HR Service Delivery, Wolters Kluwer has been able to:

- Increase HR agility and productivity through an all-encompassing, integrated platform
- Store employee documents in a single, secure system
- Give employees easy access to relevant information through the knowledgebase
- Streamline the process of getting support from HR through a case management system

## Client Story: Unilever

As one of the most well-known, multinational consumer goods companies, Unilever is more than just a household name. With over 400 brands bought in 190 countries, Unilever products are used by 2.5 billion people every day and span from household care essentials to food products and more. As a business that takes pride in their values and principles, Unilever has over 155,000 employees worldwide committed to making a difference.

### The Challenge

Today, digital transformation is essential for organisations to improve HR productivity and provide a valuable employee experience. Unilever realised the need for such transformation to simplify and automate its transactional activities in order to establish a forward-thinking and modern HR department. With thousands of employees spanning hundreds of job types and positions in the company, Unilever needed a solution that would cater to various needs. Their goals were to:

- Implement a case management solution that would be available at all times and from all devices so that employees have easy access to information regardless of their varying work hours
- Digitise HR documents and paper files to free up time spent on filing, sorting, and storing
- Simplify and automate transactional processes
- Improve organisational collaboration related to employee service and request management

The digitisation of HR processes had a first objective: to enable all employees to benefit from the same tools, but also to significantly improve the quality of HR services on transactional activities and free up time for our teams, to better support our employees in their development.

Frédéric Faure, VP HR France

### Why UKG HR Service Delivery

Dedicated to transforming the way they work, Unilever chose UKG HR Service Delivery as a technology partner for the intuitive and integrated HR Service Delivery Platform, built specifically with HR in mind. With UKG People Assist, Unilever's employees are able to find the answers to their HR-related questions in just a few clicks using a searchable and personalised knowledgebase—anytime, anywhere. For more complex questions, requests are automatically routed within the platform to the right HR person based on predefined workflows, making one-off emails and phone calls a thing of the past and ultimately enhancing productivity.

Another factor that led Unilever to UKG was the Document Manager solution. With this, HR documents and employee files are stored digitally, allowing HR to easily and efficiently create, sign, store, access, share, and delete employee files in one secure place.

The seamless Workday integration along with these product capabilities made UKG HR Service Delivery the perfect solution for Unilever to address their needs and increase their HR service capacity.

### Results

With UKG HR Service Delivery, Unilever has been able to:

- Reduce the number of HR administration technologies from six to one
- Increase HR agility and productivity through an all-encompassing, integrated platform
- Provide a better employee experience by allowing employees (regardless of work hours or location) to easily find answers to HR-related questions on demand through a personalised knowledgebase
- Improve HR productivity by reducing the number of requests received by email or phone and automatically routing employee requests to the right HR specialists
- Digitise paper files and HR documents by modernising their organisation with a secure, cloud solution
- Easily create workflows and forms, adapt them to the company structure, and update them quickly without any technological knowledge needed using Robotic Process Automation (RPA)

# Conclusion

UKG delivers best-in-class HR and workforce management in an unmatched suite of solutions and services, backed by people who care about you and your people.

We are continuously designing solutions that create more relevant, meaningful, and connected work experiences for all people—no matter their industry or location. This means unlocking access to deeper insights, streamlined processes, more impactful HR interactions, and breakthrough outcomes for businesses and the people that move them forward.

With UKG HR Service Delivery and Workday, HR teams are providing service and supporting employees like never before. While Workday handles many of the transactional operations and information storage, UKG HR Service Delivery takes this a step further to personalise experiences and operate at peak performance. UKG's unique approach to HR Service Delivery gives Workday clients a competitive advantage, whether they are managing 200 people or 200,000 people.

## Contact Us

**To learn more about our Workday integration or how HR Service Delivery can help your team overall, contact us today for a demo.**

[SCHEDULE A DEMO](#)



Our purpose is people

### 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 organisations 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 organisations 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 12,000 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](https://www.ukg.com).