

Next Generation HCM Technology

UKG

Report Abstract

June 2023

By DeeAnna Warrington

Principal Analyst

NelsonHall

16-pages

Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
 - 3.1 UKG Pro
 - 3.2 UKG Ready
 - 3.3 HR Service Delivery
 - 3.4 Extended HR Services
 - 3.5 Roadmap & Planned Features
4. Delivery Capabilities
 - 4.1 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 Next Generation HCM Technology Vendor Assessment for UKG is a comprehensive assessment of UKG's HCM platform offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HCM Technology and identifying vendor suitability for HCM Technology RFPs
- Vendor marketing, sales, and business managers looking to develop strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the HR Technology sector
- HR and Payroll decision makers.

Key Findings & Highlights

NelsonHall's vendor assessment analyzes UKG's offerings and capabilities in HCM Technology services. UKG provides full-suite solutions, as well as stand-alone products focused on workforce management (WFM) and human capital management (HCM) technology and services. UKG has a workforce of ~15k employees globally, supporting its HCM and WFM technology and extended managed services offering. Its delivery organization supports ~75k clients and 45m users in 165 countries and maintains a physical presence in all major geographies, including North America, EMEA, APAC, and LATAM. Since its inception in 2020, UKG has been actively making acquisitions, including Ascentis Corporation, Interboro Systems Corporation, SpotCues, Great Place to Work Institute, Inc., and EverythingBenefits, Inc. In 2023, UKG reached an agreement to acquire Ireland-based Immedis, a global payroll provider with technology and services supporting over 160 countries and 20+ languages and has expanded its partnership with Google Cloud to integrate Google Cloud's enterprise-grade generative AI (GenAI) and large language models (LLMs) capabilities into the UKG HCM suites to build applications for unified search and conversational AI.

UKG generally targets firms with 100+ employees for its HCM technology and can support a range of industry sectors with unique needs. Its core HCM technology and managed services offerings include:

- UKG Pro - services 6.2k clients with 10m+ employees and has a 94% client retention rate. The HCM technology platform is targeted to midsize to large firms with 500–100k employees. Its Core HR module features a global HR system of record supporting >170 countries and 13 languages, with 115+ country-specific localizations. Its top sectors are travel, transport & logistics, manufacturing, and healthcare. Specialized HR Core features include:
 - UKG Pro People Center: data management portal that tracks all HR-related employee information, increases employee engagement with platform tools and data direct access, and provides compliance updates
 - UKG Pro Smart Dashboard: centralized portal that can be customized to display company branding (logo, color), provides personalized user experience with a designated Favorites menu and individual dashboard tile modification, and has role-based access settings

- UKG Pro Compliance: features experienced compliance specialists who monitor legal developments and partner with the development team on platform enhancements
- UKG Pro Reports: bolstered by AI-driven data analytics
- UKG Pro Workforce Continuity: supports employee check-in and updates their status during potential workforce/business-impacting events (e.g., global pandemics, hurricanes, wildfires).
- UKG Ready - targeted to North American businesses with <500 employees, European and ANZ-based small businesses with <2,500 employees, and is localized to support the U.S., Canada, the U.K., Belgium, the Netherlands, France, Australia, and New Zealand markets. Currently, UKG Ready has ~40k clients (including resellers). The platform is fully integrated across modules and offers a mobile-first design supported by native applications available on iOS and Android. Its top sectors are manufacturing, healthcare, and retail & CPG. Specialized features include:
 - UKG readyConnect: a workforce panel that provides role-based resources, anticipates activity cycles to proactively display relevant data, best practices, and process steps, and provides “My Topics” connections to guidance and training
 - Localized payroll (available as a standalone) for the U.S., Canada, Australia, and New Zealand
 - Auto-populated EEO, VETS, OSHA, and new-hire reporting
 - A report hub with predictive analytics for flight risk
- UKG HR Service Delivery (~5k clients): employee file and case management, including a knowledge base, targeted to mid-sized to large organizations
- UKG Employee Voice (~1.5k clients): employee feedback and sentiment analysis solutions using language processing, targeted at organizations of any size
- Managed services (U.S. only):
 - HR Transformation consulting and change management
 - Benefits administration services
 - Partial and fully managed payroll services.

Scope of the Report

The report provides a comprehensive and objective analysis of UKG’s Next Generation HCM Technology 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 delivery locations.

Next Generation HCM Technology Assessments also available for:

ADP

Ascent HR

Cornerstone

Darwinbox

HiBob

Infor

isolved

Oracle Corporation

Paychex

Paycor

Paylocity

Workday

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.

DeeAnna can be contacted at:

- Email: deeanna.warrington@nelson-hall.com
- Twitter: [@DeeAnnaW_NH](https://twitter.com/DeeAnnaW_NH)



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 © 2023 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.