



Customer Success is our promise to be your advocate and partner. And like any good partner, we're not going to simply send you off into the sunset with a map and a "good luck!" Instead, we're going to help plan the route to your workforce management and human capital management success in the cloud — and then hop in the passenger seat and go along for the ride. We've been in the business of helping organizations make the most of their people for a long time now — and with many successful miles under our belt, combined with deep domain knowledge and industry expertise, we've got a lot of insight to share.

As your co-pilot, your success is personal to us. Hit a bump in the road? We feel it too — and we're right there to help smooth it out with solutions that are personalized to your organization. And because the road to building a world-class workforce often includes detours and fuel-ups, we're here to lead you toward resources that keep you on track, informed, and empowered to move forward with everything you need to succeed.

**That's the strategy — now let's hit the road.
Along the way, you can expect an experience that is:**

PROACTIVE: We anticipate your needs and empower you with tools and resources

PERSONAL: Your experience is unique — so our partnership is tailored to your success

PROVEN: Our expertise is time-tested and laser-focused





Effective Onboarding

Ensure you know what to expect throughout your UKG journey



Value Attainment

Help you realize value from your UKG investment



Actionable Data

Provide insightful data to help you make informed business decisions



Success Plans

Develop plans supporting your goals and value objectives



Community Connection

Connect you to relevant content, training, discussions, and other UKG customers



Advocacy

Advocate for your success across all areas of UKG

What Can You Expect?

Once we set off on your UKG™ (Ultimate Kronos Group) cloud journey, our team works to accelerate value at every point. Autopilot isn't our style, so simply identifying your business goals isn't how we work. Instead, we provide the training, thought leadership, tools, and data you need to cruise a one-way street toward success. We'll be there to give you clear, timely directions — and bring all the right people and resources together at the right time along your route.

Map Your Course with Results-Driven Collaboration

UKG **Customer Success Managers** are results-driven — your success is their success. As you build a high-performing workforce, you'll have the industry expertise of partners who know your immediate and long-term business goals like the backs of their hands. Customer Success managers are here to steer you in the right direction to optimize your workforce, maximize your UKG investment, and achieve success in the areas that matter most to you.

Fuel Up on Empowering Resources

Staying informed — or even becoming an expert in your own right — is critical to taking care of your workforce and your organization. If you don't quite know where to begin, we've got you covered with access to actionable data, insight from industry-specific thought leaders, and resources focused on helping you achieve full value from your UKG investment.

When we go the extra mile, you succeed.

Learn more about UKG Customer Success at:

www.ukg.com



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