UKG

The Future of Workforce Management

What Gartner Says:
What UKG Dimensions Does

The way we work is changing, and the technology that helps you manage your workforce must keep up.

A recent Gartner report, "Prepare Yourself for the Future of Workforce Management," recommends that "application leaders responsible for transforming WFM as part of a broader HCM transformation should work with operations, finance, procurement and HR leaders to ensure that their organization's WFM requirements reflect an updated and holistic perspective that incorporates the needs of workers, managers, administrative staff, and executives."*

UKG Dimensions™, a UKG™ (Ultimate Kronos Group) solution and an example of this modern workforce technology, is built with the future in mind to handle changing employee and business needs — empowering managers to make better decisions faster and giving employees the tools they need to enhance their experience.

This document provides a quick glimpse of what Gartner is saying about the future of workforce technology and how UKG Dimensions innovation delivers.

Gartner.

Employee Experience

Changing employee expectations have been a driving factor in the delivery of business processes via mobile devices. Today, employees have more freedom to work where and how they want, and traditional workforce management processes — like checking in to start your shift, checking your accrual balance, or swapping shifts with your colleagues — play a role in creating a fulfilling employee experience.

What Gartner Says:	What UKG Dimensions Does:
Time Capture and Approval "Notifications can be set up to remind workers of required breaks, as well as to ensure proper end of shift ('You have reached the end of your scheduled shift time — press OK to end your shift'). Not only does this enhance the employee experience of the workers, but it also reduces the workload of the supervisor, who is able to quickly review and approve time and has to resolve far fewer time punch errors."*	**Helps improve workforce productivity by reducing manual, time-consuming administrative tasks so employees can focus on more value-added activities** • UKG Dimensions leverages location-based services and geofencing capabilities to help employees punch more accurately based on where they normally work • Proactive alerts within UKG Dimensions inform the employee of exceptions in real time, minimizing errors, improving accuracy, and allowing employees to focus on key tasks – For example, employees can be notified that they have missed an in-punch within minutes of the event • With Attestation and UKG InTouch devices, when an employee punches in or out for the day, UKG Dimensions will ask employees to review and resolve any timecard issues in real time before exceptions are realized
Labor Scheduling "While demand-driven scheduling optimization has been a requirement for certain industries (particularly retail, hospitality, and healthcare) and has been delivered by a number of advanced WFM solutions over the past decade, organizations have come to realize that it is not enough for a schedule to be optimal only from a business standpoint. The tightening labor markets in these industries has resulted in a drive to improve scheduling visibility, flexibility, and fairness, with the goal of an improved employee experience due to better work-life balance and better retention over time."*	**Increases visibility and input into how and when employees are working and creates more engaged employees and accurate schedules** • UKG Dimensions enables collaborative scheduling processes for employees and managers • Employees can set their personal preferences for where they'd like to work and what they'd like to do using an intuitive user interface and visual cues that simplify scheduling business processes and foster engagement – Consider a retailer with several locations in a similar geographic area; in UKG Dimensions, employees can select how far they are willing to travel by interacting with a map right on their mobile phones • Artificial intelligence (AI) best-fit schedules based on employee preferences are proposed by the system • Organizations can create best-fit schedules for their employees through automated optimization algorithms, accommodating factors like employee skills and overtime risk; this can help organizations with staffing challenges by aligning labor to demand, balancing workloads, filling open shifts through mobile, and automating breaks during and between shifts – Even after a best-fit schedule is created, employees can swap shifts as personal needs arise, pending management approval or system setup

Manager Experience

New technology platforms are automating and evolving traditional workforce management capabilities so that managers can spend less time tactically managing, administering, and "feeding" the workforce management system — and more time focusing on strategic objectives while being people-to-people focused.

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Approving Time Off
 	
"Some offerings today allow the WFM system to automatically approve or deny time-off requests without manager intervention. The system does this by ensuring that the employee submitting a time-off request has accrued enough time off and that the time taken does not compromise shift coverage, safety requirements, or 'blackout' periods."*
	Allows managers to focus on key initiatives by reducing time spent on administrative tasks
	
	• Through AI and machine learning, managers receive automated suggestions to take action — such as which time-off requests to approve or deny — freeing up their time to focus on business-critical and people-to-people activities
	
	  – For example, if an employee requests vacation time on a day when the maximum threshold has been reached, the system can automatically reject that request or inform the manager that approval is not recommended
	
	• Specific business processes can be tailored to the needs of the organization by creating unique forms and workflows
	
	  – For instance, an organization can define its own approval process for time-off requests

Intra-day Management "The best-laid schedules are often upset by unscheduled absences (due to illness, accident, or other circumstance). Many newer WFM solutions help managers overcome these challenges by delivering to their smartphones or tablets a list of available and suitable replacements for the absent worker."* "Automation can speed up this process by not only providing a list of most suitable candidates, but also deciding which are most suitable and generating a message to send to the employees."*	**Provides system recommendations, dataviews, and embedded analytics for real-time access to all workforce and operational data to help manage in the moment throughout the day** • Core workforce data in UKG Dimensions — like punches, accruals, absences, and schedules — are continuously projected in real time to help managers proactively manage their workforce • Real-time notifications and alerts make it easy for managers to take corrective measures and prevent compliance problems before they happen, such as avoiding potential overtime situations, maintaining coverage by replacing an absent employee, or ensuring that employees are adhering to work rules • System-generated triggers automate recommendations, so managers can quickly take action • Customizable tiles and dashboards put analytics in the hands of frontline leaders so they can see what matters most to them • Dataviews allow users to easily access their data with drill-down capabilities to identify root causes and workforce trends; dataviews also enable users to dissect data by employee, organization, or project and then visualize using simple Microsoft Excel-like functionality

New Platforms

New technology platforms are evolving to provide the experience that employees and managers expect by being cloud-native, mobile-native, and real-time data-driven for easy integration with other systems and faster operating speeds. Enhanced extensibility allows employees to better work in their natural workspaces, whether that is through accessibility on a mobile device or seamless integrations with popular applications and technologies.

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Cloud-Native "At present, it is the quality of being cloud-native that Gartner uses to distinguish between past/legacy and present/future WFM platforms. A cloud-native platform is designed from the outset to be deployed and used in a cloud environment, whereas noncloud-native platforms originally were designed to be deployed on-premises and then were brought to the cloud typically via a single tenant architecture."*	**Works in a modern cloud that leverages state-of-the-art technologies and works seamlessly with your existing systems** • UKG Dimensions is a multitenant application offered exclusively via Google Cloud, making it the most scalable, secure, and global cloud platform available • Google Cloud delivers billions of search results in milliseconds, serves six billion hours of YouTube videos per month, and now enables UKG to provide future-proof cloud delivery of UKG Dimensions • UKG Dimensions seamlessly integrates with your current technologies by using an array of select open-source technologies — including high-performance in-memory cluster computing, a no-SQL database, advanced federated security, optimized data caching, and real-time event processing • Continuous delivery and support of the application are made possible by its advanced microservices architecture that enables independent management, monitoring, and scaling of all modules and subsystems without interruption to ensure best-in-class reliability
Mobile-Native "In response to the rising expectations of hourly workers (particularly those in retail, hospitality, and transportation), WFM solutions developed over the past five years have included the delivery of business processes via mobile devices as a fundamental design tenet."*	**Enables working from anywhere on any device with a mobile-first, responsive design standard and enhanced self-service capabilities** • UKG Dimensions delivers all major features across all screens — desktop, tablet, and mobile — empowering users with the same experience and access to information regardless of their device • A responsive, intuitive user interface allows employees and managers to address HR, performance, timekeeping, scheduling, and payroll tasks just as quickly and easily as they would on their desktops • Employees can view and manage schedules through mobile — whether that is a request to change a shift, make a shift swap, or request an open shift
Easy to Extend and Integrate "The new platforms will be cloud-native, mobile-native, and real-time data-driven; have in-memory data processing for faster operating speeds; will constantly be updated with new innovative functionality; and will be easy to extend and integrate with other systems."*	**Delivers a robust API and integration framework that provides unparalleled extensibility and simplifies integrations with other systems** • UKG Dimensions is designed on the principle of being an open platform that is extensible through APIs; the platform allows any application you build to access your workforce data — from a mobile companion app to a full-featured client that is unique to your organization and its needs – For example, if you have salaried employees who spend a majority of their day in Microsoft Outlook, they can sync calendars, submit time off, review time off, and gain full access to UKG Dimensions without ever leaving the application, enabling your employees to work their way in their preferred natural workspace • The Dell Boomi integration platform makes integration quick and easy for your organization to build your own integrations with designer tools; you also can choose from any of our pre-built integrations and simply configure it for your company • All product functionality is accessible through a set of restful APIs; additional APIs are available via a developer portal, so organizations can easily extend capabilities based on their needs and priorities

Virtual Assistants

Virtual assistants, chat bots, and other forms of AI and machine learning are reshaping how employees, managers, and organizations interact and engage with each other. The technology innovation that is reshaping the consumer space, our homes, and our personal lives is now making its way into the workplace, transforming how we work.

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Virtual Assistants "Virtual assistants (VAs) present a new approach for workers and managers to interact and engage with a WFM application."* "The future of WFM is tied to mobile and to VAs, so this is a case of 'when,' rather than 'if,' it happens."*	**Leverages machine learning with workforce data to provide guidance and recommendations for routine decisions** • UKG Dimensions helps automate routine decisions for managers by using data science, AI, and machine learning. It leverages all your workforce data — such as punches, schedules, accruals, coverage, and absences — along with user behavior to detect patterns that can provide insights about your workforce • UKG Dimensions delivers guidance to managers to make complex workforce management and HCM tasks easier – For example, managers no longer need to look at every single timecard. You can define what a "clean" timecard means for your organization and let the system analyze your timecards and recommend the ones that are ready for approval so that managers spend time only on the timecards that have problems • The platform adapts to user behavior and learns from new behavior, improving the relevance of recommendations over time • UKG Dimensions reduces the time and effort managers need to invest in administrative tasks so they can focus their efforts on engaging their people and running the business

Want to learn more about how you can prepare for the future of work?

[Learn more](#) about UKG Dimensions on our website, and view a demo while you're there!

*All quotes sourced from:

Sam Grinter, Chris Pang, Ron Hanscome, Ranadip Chandra, *Prepare Yourself for the Future of Workforce Management*, Gartner (February 23, 2018), found at https://www.gartner.com/en/documents/3860963/prepare-yourself-for-the-future-of-workforce-management0.

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Our purpose is people