



ABOUT US | INDEPENDENT WORKFORCE OPERATIONS SPECIALISTS

We make workforce operations work.

In-Workforce is an independent consultancy and product company built around one belief: workforce technology should work for people, not the other way around. We help organisations optimise workforce operations and improve organisational performance.

People first

Human centred delivery

Platform smart

Certified UKG expertise

Performance driven

Measurable outcomes

Founded 2022 | UK headquartered | Global delivery | Certified UKG partner

In-Workforce Ltd | Advisory, implementation, migration, professional and managed services

www.in-workforce.com | info@in-workforce.com

OUR PRODUCTS



Workforce intelligence and absence visibility



Smart time capture built for accuracy

WHO WE ARE

Independent specialists in **workforce operations.**

In-Workforce connects people, platforms and performance. We help organisations optimise workforce operations through expert Solutions and proven Products that improve visibility, efficiency and operational performance across the entire workforce lifecycle.

We are independent and vendor neutral in our thinking, and a certified UKG partner in our delivery. That combination means our advice is genuinely yours, while our hands on experience across UKG Pro Workforce Management and UKG Ready is deep enough to deliver it.

Our teams support operationally intensive organisations where workforce visibility, compliance and efficiency are critical, from single site operations to global, multi country deployments.

125+ years

Combined delivery experience

9 sectors

Operationally intensive industries

6 languages

In language consulting

Two complementary offerings

Solutions: advisory, implementation, migration, professional and managed services covering the full workforce operations lifecycle.

Products: In-Sights® workforce intelligence and In-Time smart time capture, giving operational leaders accurate, decision ready data.

OUR COMMITMENT

One accountable, independent team that stays with you beyond go live, measuring success by how well your people are supported and how well your platform performs.

OUR STORY

Built by practitioners, not by prospectus.

In-Workforce was founded in 2022 by Mark Dawson and Louise Brake, as a specialist consultancy rooted in decades of hands on delivery across workforce operations. The starting point was simple: clients deserved consultants who had actually run these programmes, not just sold them.

From those foundations we have grown into a global team of platform experts, project leaders and industry professionals spanning multiple sectors and geographies, bringing over 125 years of real world knowledge to every engagement.



01

Practitioner led

Every consultant has delivered workforce operations programmes in live, operationally demanding environments.

02

Independent by design

We recommend what is right for the organisation, not what is easiest to resell. Our advice stands on its own.

03

In it for the long term

We are not here for go live alone. We stay embedded through optimisation and continuous improvement.

WHY IT MATTERS

Workforce operations programmes rarely fail on technology. They fail on readiness, change and follow through. Our structure is built to protect exactly those things.

Where we are going, and how we get there.

Our vision

To be the trusted partner of choice for organisations transforming their workforce operations.

We envision a world where technology serves people, where every system, process and platform empowers individuals, strengthens teams and drives meaningful, lasting change.

Our mission

To empower organisations through exceptional workforce operations delivery.

We help businesses optimise operations, elevate the employee experience and unlock the full value of their systems, combining deep expertise with a genuine commitment to the people behind every project.

What that looks like in practice

Advice you can act on

Delivery you can plan around

Adoption that actually sticks

Data leaders can trust

Costs that stay predictable

Support beyond go live

Measured by outcomes

- Improved workforce visibility and control across sites and regions
- Reduced administrative effort through automation and better configuration
- Higher adoption of the capability organisations already own
- Compliance confidence supported by structured governance



IN SHORT

A clear direction, delivered by people who have done it before, measured by outcomes your operation can feel.

OUR VALUES

The principles behind **everything we do.**

Our values are not a poster on a wall. They are the criteria we use to make decisions, choose engagements and hold ourselves accountable to clients.

01

People first. Always.

Every solution begins and ends with people. We design with empathy, implement with care and measure success by how well people are supported, engaged and empowered to thrive.

02

Integrity in every interaction.

We say what we mean and do what we say. Honesty, transparency and accountability are the foundations of every relationship we build with clients, partners and each other.

03

Focused on what works.

We do not chase trends, we deliver results. Every recommendation is grounded in real world insight and practical experience, ensuring solutions that are proven, pragmatic and built to last.

04

Partners in progress.

We are not just here for go live. From initial strategy through long term optimisation, we stay embedded in your journey and committed to your ongoing success.

IN PRACTICE

If an engagement will not deliver value for the people who use the system every day, we will say so before the contract is signed rather than after the project has started.

OUR SOLUTIONS

Five service pillars, one continuous lifecycle.

Our Solutions follow the customer lifecycle, from the first strategic question through to long term operation. Engage a single pillar or move through all five as your programme matures.

01

Advisory

Help me decide what I should do. Independent strategy, business cases, health checks, readiness assessments and roadmaps before investment.

02

Implementation

Help me deploy it. Structured delivery from discovery and design through build, testing, training, go live and hypercare.

03

Migration

Help me move to it. Confident transition from incumbent or end of life systems to UKG Pro Workforce Management or UKG Ready.

04

Professional Services

Help me get more value from it. Twelve capabilities covering everything that happens after go live, drawn on in any combination.

05

Managed Services

Help me run it. Ongoing ownership of your workforce operations platform with accountable, day to day support.

Every engagement is underpinned by

Project and Programme Management

Organisational Change Management

Solution Architecture

Functional Consulting

Integration Engineering

Testing and Quality Assurance

ONE RELATIONSHIP

Most clients start with a single pillar and grow into others. The same consultants stay with you, so context is never lost between engagements.

OUR PRODUCTS

Proven products that make the data usable.

Our products exist because consulting alone could not close the last gap between the data organisations hold and the decisions their leaders need to make.



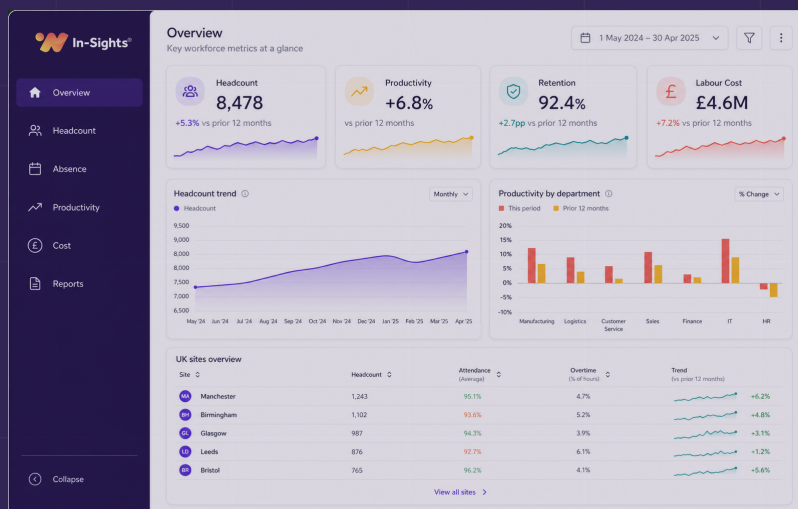
Workforce intelligence and bespoke dashboards designed for operational decision making.

- Absence Calendar module: team wide absence visibility with export
- Workforce Intelligence module: dashboards, KPIs and trends
- Built for operational leaders, not analysts



Smart time capture built for accuracy, compliance and real time visibility.

- In-Time terminals for reliable, tamper resistant capture
- Real time feeds into UKG Pro WFM and UKG Ready
- Designed for multi site and shift based environments



One connected view

Solutions and Products are deliberately joined up. The insight our consultants rely on during advisory and optimisation is the same insight your teams see every day, so decisions are made on one shared version of the truth.

MODULAR BY DESIGN

Start with the module that solves today's problem. Add the next when the operation is ready, on the same platform and the same data.

OUR PARTNERSHIP

A certified UKG partner, an independent adviser.

We are a certified UKG partner delivering client side services across UKG Pro Workforce Management and UKG Ready. We protect your interests, translate every release into what it means for your configuration, and keep your investment returning value long after go live.



UKG Pro Workforce Management

Enterprise scale workforce operations for complex, multi site organisations.

- Advisory, implementation and migration
- Configuration, integration and optimisation
- Managed support and release adoption

UKG Ready

A unified platform for organisations that need speed, simplicity and control.

- Rapid, structured deployments
- Practical configuration and training
- Ongoing enhancement and support

What clients gain from a client side partner

Vendor neutral advice

Release notes translated

Roadmaps you can deliver

Configuration you own

Certified consultants

Continuity across the lifecycle

EXCLUSIVELY UKG

We concentrate our partnership investment on UKG so our consultants stay genuinely current across both platforms, rather than spread thinly across many.

SECTORS AND GLOBAL DELIVERY

Complex operations, **delivered globally.**

We support operationally intensive organisations where workforce visibility, compliance and efficiency are critical, across UKI, EMEA, APAC and North America.

Sectors we serve

Aerospace and Engineering	Construction	Healthcare and Fitness
Hospitality	Logistics and Distribution	Manufacturing
Public Sector	Retail	Facilities and Services

Multilingual delivery

English	Dutch	French	German	Portuguese	Spanish
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In language consulting improves collaboration, reduces project risk and keeps global programmes moving at local pace.

Global delivery UKI, EMEA, APAC and North America	Multi site ready Complex, distributed operations	Two legal entities United Kingdom and Spain
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HOW WE SCALE

Local knowledge, global standards. The same governance, documentation and quality assurance apply whether we are supporting one site or forty.

Expertise you can use, partnership you can feel.

Organisations choose In-Workforce when they need workforce operations expertise that is independent, practical and genuinely accountable for outcomes.

01

People first

Operational expertise, human centred delivery and long term partnerships built on trust rather than transactions.

02

Platform smart

Certified consultants, deep UKG capability and strategic integrations that make your wider technology estate work together.

03

Performance driven

Global delivery, multilingual teams and measurable outcomes agreed before work begins.

What working with us looks like

- A named team who know your configuration and your business
- Governance and assurance applied to every engagement, whatever the scope
- Clear commercial models: pay as you go, retainer, fixed price or time and materials
- Honest advice, including when the answer is to do less
- Knowledge transfer as standard, so your team grows with the platform



OUR PROMISE

You gain more than technical support. You gain a trusted adviser focused on making sure every decision, every release and every change adds to the return on your investment.

CLIENT VOICES

Do not just take our word for it.

"In-Workforce have been instrumental since our adoption of UKG Pro WFM, supporting platform enhancements and playing a key role in new system integrations. We could not recommend them enough."

Mia Harkat | People Systems Project Manager, Aureos

"What began with Mark Dawson has evolved into a strategic partnership with the entire In-Workforce team. Consistently professional, proactive and invaluable."

Deborah Pitney-Baxter | Product Manager, IHG

"Michael's strategic insight and technical leadership have been instrumental to the success of our UKG WFM initiatives."

Anders Mork Kornbek | Head of ISHR, Grundfos

Trusted by organisations including

IHG

DHL

Primark

Specsavers

Volvo

Nike

Müller

Aureos

Grundfos

LET US TALK

Workforce operations are complex. **We make them straightforward.**

Whether you are choosing a platform, deploying one, moving from a legacy system or looking to get more from what you already own, we would love to talk about what good looks like for your organisation.

WHAT HAPPENS NEXT

01

A conversation

Thirty minutes on your operation, your platform and what is not working today.

02

An honest view

Where the value is, what it will take and whether we are the right partner.

03

A plan you own

A scoped, costed approach with clear governance before any commitment.

ADVISORY · IMPLEMENTATION · MIGRATION · PROFESSIONAL SERVICES · MANAGED SERVICES

Start your workforce **operations journey.**

Book a discovery call and we will bring the questions, the experience and an honest view.

www.in-workforce.com | info@in-workforce.com | Sheffield, United Kingdom

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