



GUIDE | A UK PERSPECTIVE

Implementation that **delivers from day one.**

Successful workforce operations implementation takes more than deploying technology. This guide sets out how In-Workforce plans, delivers, governs and embeds UKG Pro Workforce Management and UKG Ready, balancing people, process and platform at every stage.

Plan

Strategy, discovery and readiness

Deliver

Governed, phased rollout

Adopt

Training, hypercare and lasting value

INDEPENDENT WORKFORCE OPERATIONS SPECIALISTS | CERTIFIED UKG PARTNER

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One lifecycle, **five service pillars.**

In-Workforce structures everything it does around a single workforce operations lifecycle. Implementation is the second pillar: it takes the decision made in Advisory and turns it into a working, adopted platform, then hands over cleanly into Professional Services and Managed Services.

01 **Advisory** Help me decide what I should do.

Strategy, selection, business case, discovery, health checks, roadmaps.

02 **Implementation** Help me deploy it.

Design, configuration, data migration, integrations, testing, training, go live, hypercare.

03 **Migration** Help me move to it.

UKG Ready to Pro WFM, legacy replacement, parallel running, cutover.

04 **Professional Services** Help me get more value from it.

Optimisation, enhancements, new modules, reporting, release adoption.

05 **Managed Services** Help me run it.

Service desk, SLAs, incident management, monthly governance, release management.

WHY IT MATTERS

Workforce operations is a **strategic capability**.

Workforce operations covers the processes and technologies organisations use to plan, deploy and pay their workforce effectively while supporting employee wellbeing. Implemented well, it becomes a unifying layer across HR, payroll, operations and leadership rather than an administrative system.

01

Operational efficiency

- Reduced reliance on overtime and reactive scheduling
- Improved alignment of labour to demand
- Better utilisation of resources across sites and roles

02

Compliance and risk

- Alignment with local, national and international regulations
- Automated enforcement of rules, policies and agreements
- Reduced exposure to audits, penalties and reputational risk

03

Employee engagement

- Predictable schedules and greater autonomy
- Transparent planning and fair allocation
- Self service that removes everyday friction

04

Visibility and control

- One view of labour cost, demand and compliance
- Insight that reaches operational decision makers
- A platform for continuous optimisation

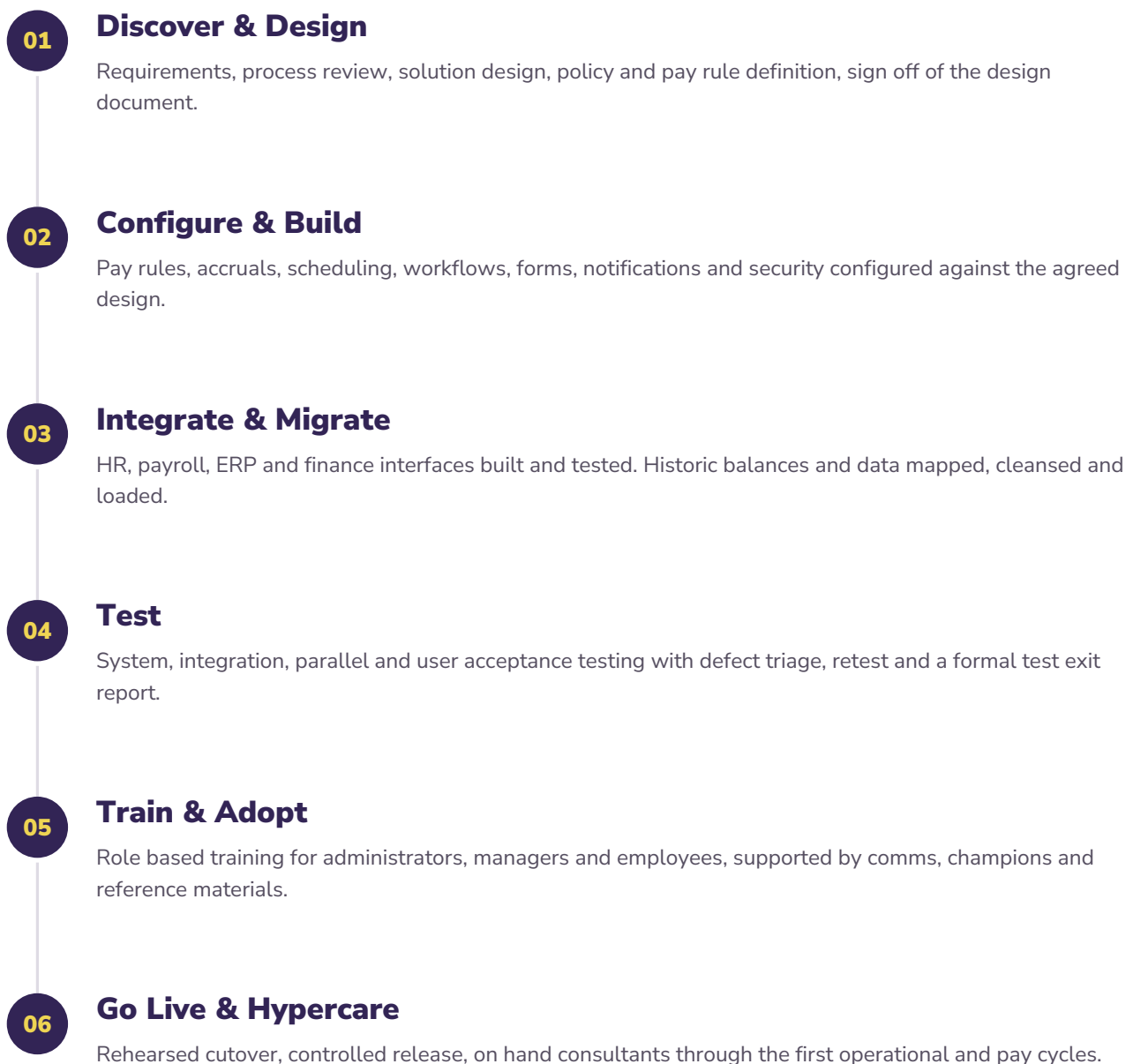
THE OUTCOME

Treated as a strategic capability rather than an administrative system, workforce operations supports performance and people outcomes at the same time.

OUR IMPLEMENTATION APPROACH

A structured approach that **reduces risk at every stage.**

Every In-Workforce implementation follows the same six stage method, scaled to the size of the programme. Each stage has defined entry and exit criteria, named owners and a stage gate that must be passed before the next stage begins.



Delivery you can **hold us to.**

Governance is not a document produced at the start of a programme and filed. Every In-Workforce implementation runs on a defined governance framework, agreed with you before mobilisation, that controls scope, risk, quality, cost and benefit realisation from kick off through to hypercare exit.

01 / GOVERNANCE

Programme governance

Steering committee, project board and a weekly delivery rhythm with a single accountable In-Workforce lead.

02 / GOVERNANCE

RAID management

Risks, assumptions, issues and dependencies logged, owned, scored and reviewed at every checkpoint.

03 / GOVERNANCE

Stage gates

Documented entry and exit criteria for each stage. Nothing progresses until the gate is formally passed.

04 / GOVERNANCE

Change control

Every scope change assessed for cost, timeline and risk impact, then approved or rejected in writing.

05 / GOVERNANCE

Quality assurance

Peer reviewed configuration, test entry and exit criteria, defect severity definitions and traceability to requirements.

06 / GOVERNANCE

Reporting and transparency

Weekly status, milestone tracking, budget burn and a monthly board pack written for executives, not for auditors.

07 / GOVERNANCE

Data and compliance

Data protection, retention and access controls agreed up front, with audit ready evidence of configuration decisions.

08 / GOVERNANCE

Benefit realisation

Success measures defined in Advisory, baselined at design and reviewed after go live.

UNDERPINNING CAPABILITIES

Every engagement is **underpinned by seven disciplines.**

Whichever pillar you buy, the same core disciplines are applied. They are what makes delivery predictable, and they are included as standard rather than sold as extras.

Project & Programme Management

Planning, governance, RAID, reporting and stakeholder management end to end.

Organisational Change Management

Impact assessment, communications, champion networks and readiness tracking.

Solution Architecture

Platform design, environment strategy, security model and integration architecture.

Functional Consulting

Pay rules, accruals, scheduling, absence and award interpretation by certified consultants.

Integration Engineering

Interfaces to HR, payroll, ERP and finance, built, tested and monitored.

Testing & Quality Assurance

Test strategy, scripts, execution support, defect management and formal exit criteria.

Training & Knowledge Transfer

Role based training, materials matched to your configuration and lasting internal capability.

Implementation is fundamentally about people.

A technically perfect configuration that nobody trusts is a failed implementation. Our delivery model puts change management and training alongside build and test, not after it.

Engage

Stakeholders and leadership involved before decisions are made, with a clear narrative for why the change is happening.

Enable

Intuitive workflows, role based training and materials built around your configuration and real operational scenarios.

Embed

Champion networks, floorwalking, hypercare support and confident everyday use across every user group.

WHAT GOOD LOOKS LIKE

Experience

Streamlined daily workflows

Fairness

Transparent planning decisions

Autonomy

Control over availability

Retention

Higher satisfaction and stability



WHY IT MATTERS

When people feel supported and confident, adoption increases and value is realised faster.

Certified on UKG, **shaped by your industry.**

In-Workforce is an independent, certified UKG partner delivering client side implementations of UKG Pro Workforce Management and UKG Ready. Independence matters: our recommendations are made on operational fit, and our accountability sits with you.

UKG Pro Workforce Management

Complex pay rules, multi site scheduling, absence and attendance for large, regulated workforces.

UKG Ready

A single unified platform for mid sized organisations, delivered client side with the same rigour.

SECTOR CONTEXT

01 Retail and hospitality

Variable demand, seasonal peaks and high turnover.

02 Healthcare and medical technologies

Fatigue management, certification and staffing ratios.

03 Manufacturing and logistics

Shift based operations and tight delivery timelines.

04 Aviation and transport

Rostering complexity, duty limits and safety critical compliance.

05 Professional services and technology

Project resourcing, skills alignment and hybrid working.

Industry insight ensures workforce operations solutions are practical, compliant and fit for purpose. In-Workforce brings proven sector experience across all of these environments and more.

Implementation ends. **Improvement does not.**

Hypercare is a planned exit, not a fade out. Before it closes we agree how the platform will be supported and improved, and we hand over into whichever ongoing model fits your organisation.

Professional Services

Help me get more value from it. Optimisation, configuration, enhancements, health checks, training, reporting and analytics, integration support, testing, hypercare, staff augmentation, compliance updates and product enablement. Available pay as you go, on a minimum hours retainer, as a fixed price project or on a time and materials basis.

Managed Services

Help me run it. A named service desk, defined service levels, incident and problem management, platform administration, minor changes, release management, proactive monitoring and a monthly governance rhythm feeding a continuous improvement plan.

A HEALTH CHECK KEEPS IT HONEST

Twelve months after go live, and annually thereafter, a Customer Health Check re-establishes the status quo across configuration, adoption, performance, compliance, user experience and release readiness. It produces an evidenced report, a prioritised recommendation log and a twelve month optimisation roadmap with indicative effort, so investment decisions are made on facts rather than assumptions.



CONCLUSION

Beyond deployment, **towards lasting value.**

Workforce operations is a strategic enabler of efficiency, compliance and employee engagement. Implementations succeed when organisations choose the right platform, govern delivery properly, empower their people, plan for scale and recognise industry specific needs.

With In-Workforce as your implementation partner you gain one accountable, independent team, a structured and governed delivery method, and a people first approach that goes beyond go live to sustained adoption and measurable performance.

Start your workforce **operations journey.**

Whether you are selecting a platform, planning an implementation or improving what you already have, we would love to talk.

BOOK A DISCOVERY CALL



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