

GUIDE | A UK PERSPECTIVE

Professional services that **keep paying you back.**

Implementation is the starting point, not the finish line. This guide sets out how In-Workforce supports, optimises and continuously improves UKG Pro Workforce Management and UKG Ready, so you keep realising value long after go live.

Support

Expert help when you need it

Optimise

Every release, assessed and adopted

Sustain

Lasting value, measured

INDEPENDENT WORKFORCE OPERATIONS SPECIALISTS | CERTIFIED UKG PARTNER

In-Workforce Ltd | Advisory, implementation, optimisation, migration, professional and managed services
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SUPPORT DOES NOT STOP AT GO LIVE

Our job starts where the project plan ends.

Whether you are starting out, mid implementation or optimising a long standing system, In-Workforce is with you every step of the way. Professional Services include configuration, enhancement delivery, health checks, training, reporting, testing, release adoption and specialist consultancy.

As organisations increasingly rely on digital platforms to manage workforce operations, engage employees and support growth, the stability and performance of those systems becomes critical. In-Workforce Professional Services provide the expertise, structure and continuity required to maintain high performing application environments.

Rather than reacting to issues as they arise, our approach enables a proactive model of system governance, performance and optimisation. That allows your team to focus on strategic priorities while your workforce operations technology remains secure, compliant and resilient.

As an independent, certified UKG partner we deliver client side services across UKG Pro Workforce Management and UKG Ready, protecting your interests and making sure your investment keeps returning value, release after release.

FLEXIBLE

Pay as you go, retainer or fixed price

PROACTIVE

Optimisation, not just fixes

CERTIFIED

UKG Pro WFM and UKG Ready

OUR COMMITMENT

One accountable, independent team supporting your platform day to day and continuously optimising it as UKG evolves.

A health check first, then a costed plan.

A Customer Health Check is fundamental to everything that follows. It is an independent, pre optimisation review of the status quo across your UKG configuration, adoption, performance, compliance and user experience, so you know exactly what you have today before you change anything. It is delivered as a fixed price project and what it produces becomes the scope for optimisation, new modules, support or training.

Configuration

Pay rules, accruals, scheduling, workflows and forms reviewed against how you actually operate.

Adoption

Which modules and features you own, which you use, and which would pay back.

Performance

System responsiveness, integration health and the issues that keep coming back.

Compliance

Working time, legislative and policy alignment, plus audit readiness.

User experience

Manager and employee journeys, training needs and manual workarounds.

Release readiness

What recent UKG releases added and what is worth adopting first.

WHAT YOU RECEIVE

- A written report setting out the status quo, with evidence
- A prioritised recommendation log covering efficiencies, modules, support and training
- A twelve month optimisation roadmap with indicative effort for each item
- A working session to walk your team through the outcome



Release notes rarely reach **the people who need them.**

UKG delivers new capability with every release. In busy operational teams those notes arrive in an inbox, get skimmed and are quickly overtaken by the day job. It is entirely understandable, but it means genuinely useful functionality is switched off simply because nobody had time to read about it.

01

THE REALITY

Release notes rarely reach the right people

Two UKG release windows a year, each carrying new capability. The notes land in an inbox and are overtaken by the day job.

02

THE COST

You are paying for value you are not using

Most organisations still run the configuration signed off at go live. Manual workarounds from back then are now standard product features, already covered by your licence.

03

OUR ROLE

We read the release notes so your team need not

We track every UKG Pro WFM and UKG Ready release, translate it into what it means for your configuration, and recommend what is worth adopting.

WHY IT MATTERS

The licence fee already covers the new functionality. Without a deliberate adoption routine the benefit never lands, and the gap between what you own and what you use widens with every release cycle.

A simple routine that turns releases into realised value.

We track every UKG Pro Workforce Management and UKG Ready release, review it against your live configuration and bring you a short, prioritised recommendation. Working alongside UKG, we make sure you get the very best from your investment continuously, not just at the point of implementation.

Watch

Every release note read and triaged against your configuration

Assess

What is relevant, what it is worth, what it would take

Test

Proven in a controlled environment before it touches live

Adopt

Configured, trained out and measured

WHAT OPTIMISATION LOOKS LIKE IN PRACTICE

- A configuration review against each release, with a written recommendation you can act on
- Retiring manual workarounds that are now standard UKG product functionality
- Pay rules, accruals and scheduling rules revisited as your operation changes
- Adoption planning so new features are trained out, not just switched on
- Reporting and analytics tuned to the questions your leadership actually asks
- A roadmap conversation twice a year, aligned to the UKG release calendar

OUR VIEW

Optimisation is not a project. It is the habit of checking, twice a year, that what you own and what you use are still the same thing.

WHAT IS INCLUDED

Twelve ways we keep your **platform moving forward.**

Professional Services is a single, flexible commercial framework covering everything that happens after go live. Draw on any of the following, in any combination, through any of our service models.

01

Solution Optimisation

Continuous improvement of UKG Pro WFM and UKG Ready configurations, ensuring the platform evolves with the organisation.

02

Configuration Services

New modules, policy changes, pay rules, accruals, scheduling, workflows, forms, notifications and business process updates.

03

Enhancement Delivery

Designing and implementing new functionality, whether driven by business change, operational improvements or new UKG releases.

04

Health Checks

A pre optimisation review of the status quo. Configuration, adoption, performance, compliance and user experience, with prioritised recommendations.

05

Training and Knowledge Transfer

Administrator training, super user enablement, refresher training, new starter programmes and bespoke workshops.

06

Reporting and Analytics

Custom reports, dashboards, operational KPIs, executive reporting and support for In-Sights deployment.

WHAT IS INCLUDED

From testing and compliance to enabling our own products.

The same certified consultants who configure your platform also test it, document it and train your people on it. That continuity is what keeps quality consistent and knowledge inside your organisation.

07

Integration Support

Enhancements to existing integrations, troubleshooting, API configuration and interface improvements.

08

Testing Services

Regression testing, release validation, UAT planning, execution support and documentation.

09

Go Live and Hypercare Support

Additional consultancy during critical periods such as new site rollouts, organisational changes or major enhancements.

10

Staff Augmentation

Providing experienced consultants to supplement internal teams on a short or long term basis.

11

Compliance and Legislative Updates

Implementing legislative changes, organisational policy updates and workforce agreement amendments.

12

Product Enablement

Helping customers adopt additional In-Workforce products such as In-Sights, the Team Absence Calendar and In-Time.

HOW IT IS BOUGHT

Every service on these two pages can be delivered under one Professional Services agreement, through Pay As You Go, a Minimum Hours retainer, a fixed price project or time and materials.

Expert help, shaped around how you work.

Every organisation supports its platform differently. Our commercial models are designed to flex around your internal capability, whether you need occasional specialist input, guaranteed weekly access to our consultants or a defined piece of work delivered to a fixed price.

Pay As You Go

Expert help exactly when you need it. From configuring a new pay rule to resolving an integration issue, we will either get started right away or provide a quote before any work begins.

- No retainer, no commitment
- Quoted up front where you want it
- Same certified consultants

Minimum Hours Retainer

For regular support with flexibility, our retainer guarantees access to our consultants each week. Use the time for training, configuration, reporting, release adoption or advice.

- Guaranteed weekly capacity
- Rolls into optimisation work
- Predictable, budgeted cost

Fixed Price Projects

For defined pieces of work with a clear outcome, such as a new module, a health check or a migration. Scope, deliverables and price are agreed up front under a statement of work.

- Cost certainty before you commit
- Clear scope and acceptance criteria
- Milestone based delivery

Time and Materials Projects

For work where scope will evolve, such as phased enhancement programmes or discovery led change. You pay for the consultancy you use, tracked and reported transparently.

- Flexible as requirements change
- Transparent time reporting
- Scale the team up or down

ALSO INCLUDED

In-Workforce works flexibly to fit your model, supporting internal teams, end users or acting as an extension of your function. Models can be combined, so a fixed price project can sit alongside a retainer that keeps the platform optimised once it is live.

A stable platform is the **foundation for everything else.**

System performance directly influences productivity, employee experience and operational reliability. Our support models keep your workforce operations applications stable, responsive and aligned to business needs.

Continuous monitoring

- Early detection of performance and integration issues
- Rapid resolution through dedicated support models
- Preventative actions that reduce repeat incidents

Risk and compliance

- Enforcement of compliance policies and controls
- Alignment with industry and regulatory standards
- Audit readiness and reduced exposure to penalties

REDUCING THE COST OF RUNNING YOUR PLATFORM

Maintaining in house technical expertise across multiple workforce operations platforms can be costly and difficult to scale. Professional Services provide a flexible, cost effective alternative.

- Reduced reliance on internal specialist roles
- Lower maintenance and upgrade overheads
- Access to expert capability without full time staffing costs
- More effective allocation of internal resources



Depth of expertise, when it matters most.

In-Workforce Professional Services give you access to multidisciplinary expertise that supports complex, integrated workforce operations landscapes. Whether supporting live operations, delivering optimisation or enabling transformation, you benefit from expertise grounded in real world delivery.

Workforce operations

Time, attendance, scheduling, absence and pay rules

UKG Pro WFM

Certified client side configuration and release adoption

UKG Ready

Certified client side configuration and release adoption

Integrations

Payroll, HCM, finance and operational data flows

Reporting and analytics

Dashboards and insight your leadership will use

Multi country delivery

Cross industry, cross border operating models

INDEPENDENT AND CLIENT SIDE

We sit on your side of the table. That independence is what allows us to tell you plainly which new features are worth adopting and which are not.

CONCLUSION

Beyond support, **towards lasting value.**

In-Workforce Professional Services create the foundation for secure, scalable and high performing workforce operations applications. Through expert support, structured governance and continuous optimisation, you gain confidence in your systems and clarity in your decision making.

With In-Workforce as your partner you gain more than technical support. You gain a trusted advisor focused on making sure every UKG release adds to the return on your investment.

Start your workforce **operations journey.**

BOOK A DISCOVERY CALL

Whether you need ongoing support, release optimisation or specialist expertise, we would love to talk.

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