



# How UKG HR Service Delivery Supports Your Team During a Crisis

The current climate and global pandemic have people across the globe experiencing a myriad of emotions, and in many cases added stress and anxiety related to unknowns regarding their jobs and work situations. UKG™ (Ultimate Kronos Group) HR Service Delivery is committed to helping HR teams remain agile throughout this crisis and support employees in the most impactful way.

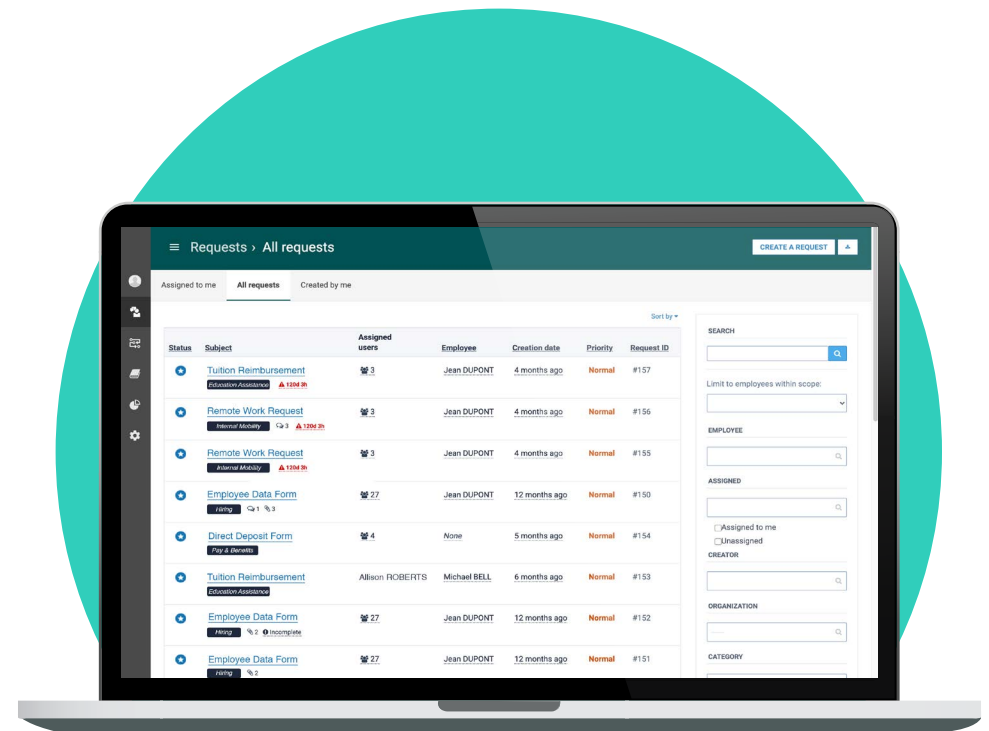
## Provide Uninterrupted Support

While many employees are transitioning to remote work, HR can continue to support employees and help them move to new work environments smoothly. UKG People Assist strengthens your people's skills and relationships by delivering employees a central hub for important content—showing individuals only what's relevant to them—including leadership resources and changes in work policies. Employees can access HR information or submit requests and questions anytime, anywhere. As local mandates and guidelines change rapidly based on new COVID-19 cases, HR can share mass announcements and provide employees with important information at all times.

## Digitize HR Activities and Remain Agile

With most organizations around the world moving to a virtual, work from home model, HR digitization has never been more critical. In addition to ensuring HR and individual employees have access to all HR-related files and documents, the pandemic is undoubtedly resulting in increased employee cases and paperwork—such as doctor's notes, leave of absence paperwork, and new job contracts.

UKG Document Manager is a valuable resource during these uncertain times, helping to ensure business processes continue as usual while employees are working remotely. Ensure continuity and strength of people operations by proactively preparing for unknown disruptions, digitizing people documents and any manual people processes, and enhancing security, all while collaborating within one single platform across borders.



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## Optimize HR Processes and Stay Ahead of Employee Needs

Using UKG HR Service Delivery's embedded dashboards, HR teams can easily understand what employees are asking for, what they need help with, and how effectively they are being serviced. Leveraging this information, HR teams can understand and support people in a meaningful way, and ensure they feel valued with more methods to reach out to HR for help from anywhere, and at any time.

UKG HR Service Delivery's embedded dashboards are crucial in preparing new COVID-19 knowledgebase articles, dedicating more resources to case resolution, requesting expiring documents, and generally dedicating resources in the right places to best support employees during this challenging time.

## How UKG Helps HR Lead Through a Crisis

UKG designs solutions that help create more relevant, meaningful, and connected work experiences for all people throughout their unique life-work journey—no matter their industry or location. From a simple question about remote working policies to a complex event such as onboarding new employees during the pandemic, HR is equipped with the tools and resources to deliver great service to all employees, even during a crisis.

Integrating with your HRIS, our solutions make it easy for HR teams to automate almost any manual process, respond to employee requests, and actively manage all related employee documents—all within a platform built to mitigate security risks and reduce compliance headaches.

**Easily visualize what your workforce needs during this uncertain time and understand how you can maintain HR productivity.**

- Run and optimize your processes, including onboarding, internal transfers, and offboarding, all while working remotely
- Easily manage employee requests and rapidly respond to questions, no matter where employees are working
- Enable transparency into processes and requests so employees can track their status
- Offer updated policy and process information on demand
- Quickly generate new documents as part of a process or case
- Reduce the workload for your front-line HR representatives by providing self-service options for employees
- Measure performance to quickly identify opportunities for improvement and resource distribution

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