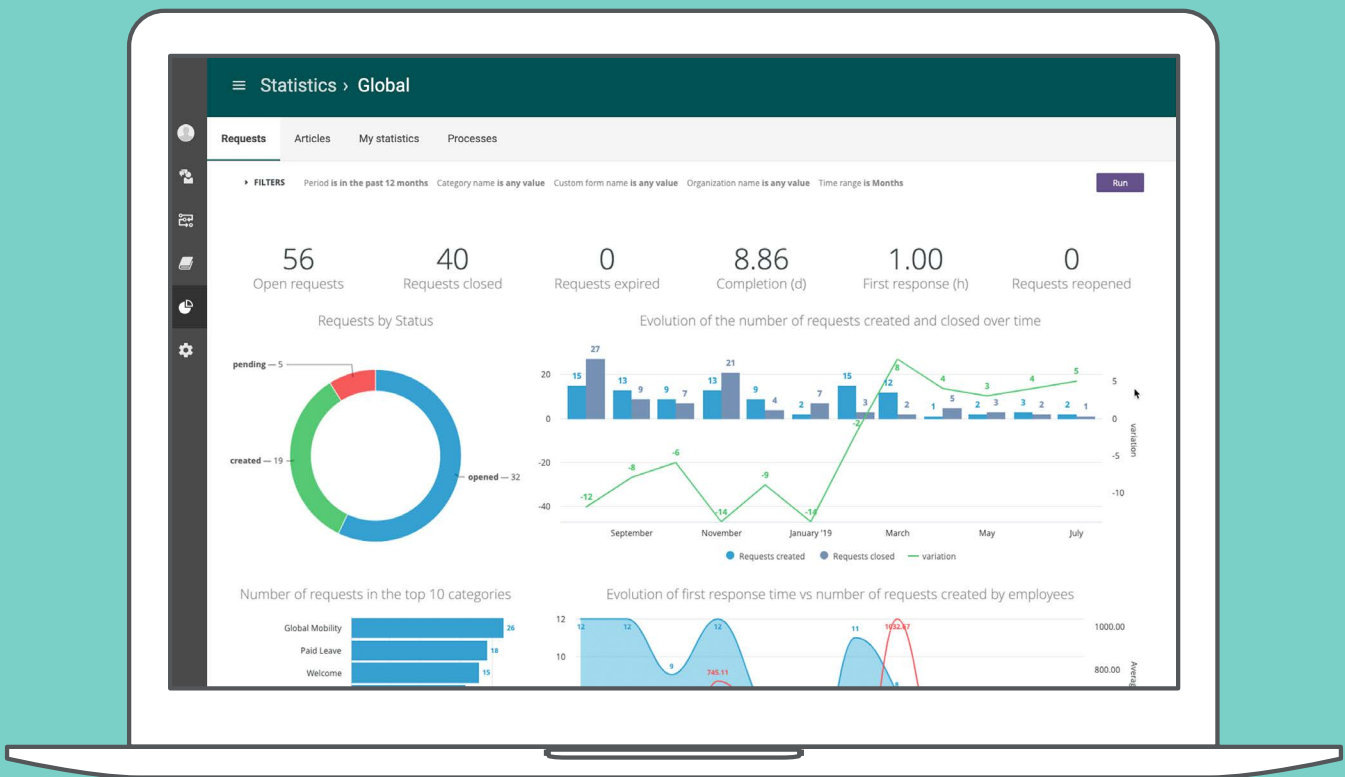


HR Service Delivery

Providing consumer-level experiences to your people through **contextualized, user-friendly** technology.

UKG Pro™ HR Service Delivery (formerly UltiPro® HR Service Delivery) makes it easy for HR to help employees, anytime anywhere, from a simple question to a complex event such as a maternity leave. Integrating with UKG Pro, our software makes 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.



Achieve Strategic Business Goals

UKG Pro HR Service Delivery powers HR Shared Service Centers and enables teams to transform the way they support and interact with their people. HR can run and optimize processes, including onboarding, internal transfers, and offboarding to support every step of the employee lifecycle.



Improve the Employee Experience

Help your people anytime, anywhere. With UKG Pro HR Service Delivery, employees can find answers to common HR questions, reach out for additional assistance, digitally sign documents, and upload new paperwork, addressing the needs of remote workers, deskless workers, and everyone in between.



Proactively Address Compliance

UKG Pro HR Service Delivery is equipped with critical compliance-related capabilities to enable HR teams proactively manage compliance in any country where they have employees—helping global teams to avoid fines and mitigate risk.

People Assist

- Provide meaningful HR support to all employees
- Drive better work experiences and empower employees to self-serve
- Keep all HR-related communications secure and accessible in one place

Digital Process Manager

- Drive better work experiences and transparency on employee tasks
- Build global and local processes, with no additional coding needed

Robotic Process Automation

- Support all work-life events that span multiple systems
- Improve HR agility and responsiveness on custom processes
- Build global and local processes, no coding needed

Document Manager

- Go beyond document storage to proactively manage compliance
- Offer flexible, scalable, centralized digital storage for all employee files
- Make it easier for employees to view, download, and manage HR documents

Smart Document Generation

- Rapidly respond to document needs to address people and business initiatives
- Digitize document processes, from creation, signature, to storage
- Maintain document consistency and control permissions

eSignature

- Transform the way people acknowledge and sign critical HR documents
- Offer a modern, scalable signature solution for all people, no matter their location or department

HR Compliance Assist

- Meet regulations and data management best practices around the world
- Instantly access articles, whitepapers, and webinars regarding global compliance information
- Decrease compliance risks associated with holding employee data

Advanced Analytics

- Improve employee satisfaction and adjust HR processes to meet people needs
- Track HR performance against KPIs and SLAs for increased accountability
- Establish a data-driven HR organization

