

Summary

UKG Dimensions is a robust system that allows users freedom for customization to fit their needs. This is especially helpful when a customer has a complicated business structure, unique processes or requirements, or a large network of locations and employees to manage.

For this project, Mosaic partnered with our client for a complex UKG Dimensions implementation. The client was using several manual processes and was working with a system that did not allow them to successfully automate their scheduling and timekeeping tasks. After the implementation was complete, the employee experience improved and the company had easier and more accurate compliance procedures, which reduced unnecessary risk.

About the Client

This US-based health club company has more than 400 franchise and corporate-owned locations across the United States and internationally. The company offers a gym subscription in addition to several fitness class options.

Challenge

The client used UKG Pro for their HR and payroll functions, but their timekeeping system could not meet the requirements for the company's unique business structure. They needed a more robust system that could handle custom configuration and integrations to accommodate their specifications.

Because their current system had several deficiencies, the HR and payroll team created several band-aid processes within the system that required copious amounts of manual work to successfully complete tasks. In addition to creating an unnecessary workload for staff, the company also faced liability concerns around meal and shift breaks and special pay rates based on scheduling and roles.

Our team was brought onto the project based on expertise in UKG Dimensions and setting up complex integrations within the system. The client had an external scheduling tool that they wanted to be integrated with Dimensions so that they could import class schedules for their training staff, and they could use advanced scheduling to determine how many employees they needed at any given time. One layer of complexity involved with this implementation was that single employees could serve in different roles and receive different pay rates depending on which position they were working. To address this need, the system required very customized configuration and set up that only skilled experts could implement.

How Mosaic's Support Helped

We kicked off this project by doing a deep dive into the client's current system and processes to understand what their requirements were and how we could translate them into the UKG Dimensions system. Because they had so many unique specifications and they wanted to retain as many of their current processes as possible, our team worked closely with UKG to find creative solutions to match the client's expectations with Dimensions' functionality.

During the project, we implemented timekeeping, accruals, advanced scheduling, and analytics. We also developed a custom integration to allow the external class scheduling system to work with UKG Dimensions so that trainers' schedules populated in the advanced scheduling feature.

While gathering their requirements and building out their system, we discovered that they could benefit by using the attestation feature that is built into UKG Dimensions. The feature helped automate their compliance processes and allowed them to move from a paper and pencil system for missed punches or meal breaks to an automatic update in the Dimensions system that the manager could easily approve and track.

Throughout the project, our team encountered minor setbacks related to the client's expectations and the system's capabilities, however, we continuously kept the client motivated, on track, and informed through regular check-ins and discussions with UKG. A large part of this project involved liaising with UKG and working with their team to provide the best outcome possible for the client.

When the project was complete, we were able to address several items on their checklist, including assistance with configuring geofencing, setting up rules for overnight and accidental double punches, and enabling email notifications for things like missed punches or policy violations.

The Result

Increased compliance

In automating the process of collecting information about meal and rest breaks, we helped the client ensure that their timekeeping was accurate and easy to report on. In addition, we enabled notifications that updated management on violations in real time. This ensured that the client was in compliance with state and federal laws and was able to catch and manage any violations as they occurred.

Increased efficiency

Our team was able to automate several processes that previously had to be completed manually by staff and managers. This allowed team members to finish more tasks in less time and freed up staff to focus on more important tasks like engaging with clients.

Improved the employee and client experience

Employees no longer had to complete manual, cumbersome processes, which made the overall employee experience much less frustrating. The scheduling integration also allowed team members to be appropriately scheduled to optimize staffing levels, which prevented overworked, understaffed teams, and improved the client experience.