

Summary

Implementing a new software like UKG is a large undertaking that can be overwhelming, and sometimes impossible, for inexperienced staff. It is always wise to partner with an expert to ensure system configuration is accurate and best serving your business needs, but this is especially advised when requirements are complex or unique.

Our client had a cumbersome business structure with dozens of pay codes and locations to consider. In addition, they required the implementation to be complete in just four months – half the normal project time for an implementation of this size and complexity. With the support of Mosaic's staff, the client went live with their new system on time, avoiding disruptions to business and improving efficiency for their employees.

About the Client

This client is a parent company of dental practices whose model involves acquiring practices across specialties to maintain and scale operations. They have businesses in more than 30 states and manage a growing workforce of over 1,500 employees.

Challenge

The client decided to switch from their previous HRIS solution to UKG so that they could have a centralized and unified system for their data. Their implementation was complex, as they had more than 130 locations in 31 states each using different processes and multiple systems to manage their HR functions and timekeeping. This included manual processes and systems that required employees to track information via pencil and paper.

In addition to having 150 separate FEINs, 76 different pay codes, and intricate requirements for their system, we were also working on a condensed implementation timeline of four months that included rigorous deadlines due to the termination of their legacy software not being able to be extended.

The implementation involved configuration of each of their component companies and ensuring a data import of more than 1,500 employees was accurate and complete. To make the project even more challenging, the client's timekeeping system, housed within their legacy system, was retiring. With an aggressive timeline there was not time to implement UKG Dimensions by the legacy system's end date. This meant that without a solution, the client's employees would not be able to clock in and out, opening the company up to errors and unnecessary compliance risk.

How Mosaic's Support Helped

UKG engaged Mosaic to help with this complex implementation on an accelerated timeline to ensure the client had a successful launch. Mosaic's team was able to quickly start the project and immediately met with the client to understand their needs and determine their goals for the system. One of the most important elements of this project was taking a holistic look at their current system's functionalities and their most important processes and deciding the most efficient way to implement them within the UKG environment. During the discovery phase we found that the client's primary needs included having the system be user-friendly, having an efficient payroll processing functionality, and having the ability to easily add employees and companies from acquisitions.

Our expertise with the system and knowledge of what questions to ask led to a quick and efficient turnaround time for a project plan and timeline. We made sure to inform the client of the feasible deadlines to manage their expectations and helped them prioritize their functions to determine which phases of the project needed to be completed first.

By developing a detailed roadmap to project success, we met every milestone and kept the client on track, implementing Core, Benefits and Payroll, building out custom integrations to meet their specifications, and creating innovative solutions to address their gap in timekeeping abilities as they transitioned off their old system to UKG Dimensions.

After successfully meeting the rapid implementation timeline for UKG Pro, the client has retained Mosaic's support indefinitely through our Premier Services offering to assist with future component company set-ups and further their current and future initiatives ensuring they are optimizing their system. When the project started, the client was unsure whether UKG could meet their needs, however, Mosaic's expertise and close partnership with UKG allowed the project to move forward and prevented the client from seeking alternative solutions.

The Result

Streamlined operations

By partnering with Mosaic to implement UKG Pro, and later UKG Dimensions, the client gained the ability to store all their HR, payroll, and timekeeping data in one unified system, which greatly improved the process for employees and helped mitigate risk. It eliminated the need for individual locations to have their own unique processes and made it easier for managers and employees to access important data.

Greater confidence with the system

When the client first signed on with Mosaic, they were skeptical as to whether the UKG product could meet their needs. The Mosaic team took the time to truly understand their business structure, their complex requirements, and their processes to demonstrate to the client that the system could efficiently perform the functions they needed to successfully integrate all their separate locations. This left the client feeling confident and empowered to use the system to its fullest potential.

Increased efficiency

Prior to using UKG, the client had several manual processes and different ways of doing things depending on the location. This led to employees spending much more time than needed completing mundane but necessary tasks. By automating processes, the client could spend less time on paperwork and more time on big picture projects and strategy.