

A UKG Pro Activation Without a Client

Designing the HRIS backbone for a company that doesn't yet exist is challenging, but it can be done. Mosaic Consulting Group has done a number of divestitures, even when the carved-out company is not fully set up. During a typical implementation project, Mosaic works hand-in-hand with a client to design and implement systems that support the way they like to do business or help them understand how to maximize their current system. This project was unique because there was no client team yet.

Mosaic was engaged by the UKG sales team to perform an activation for a multinational, publicly traded company's newly divested company which had been bought and split off by an investor. Our partner on the project was an HR consulting firm, brought in by the private equity firm handling the transaction for the parent company.

Mosaic partnered with the HR consulting firm to build, develop and deploy UKG Pro Core HR/Payroll and UKG Pro Time Management (UTM), designing the HRIS system in advance of the company formation.

This particular project required great flexibility, creative solutions and deviating from Mosaic's normal activation process to design a system without input from the end user, and to complete the activation within the timeline mandated by the contractual guidelines of the divestiture. Because the company acquisition was not slated to close until after the activation project's go-live date, there would be little-to-no access to the client for information for the majority of the project. Instead, the HR consulting firm served in the role of client HR department and liaison for information, while Mosaic served as the project manager, system configuration and implementation team.

An Activation Unlike Any Other

A typical activation of this size has a three- to six-month timeframe and begins with an analysis period to understand the clients' data such as earnings, deduction codes taxes and PTO. Configuration of the HR/Payroll Core, UTM systems and interfaces is completed, reviewed and tested with the client for accuracy. Mosaic then performs a master file load of all employee data and opens checks and balances to be sure this data is accurate and generate reports for clients to review. After that, Mosaic identifies recommended updates and performs two parallel tests to make sure this process goes smoothly and is completed.

Potential challenges included the number of players on the client side, limited access to information, the new company's unfamiliarity with UKG Pro and few opportunities to knowledge-share with the client. This particular activation was also unique because it went straight from activation to HR Managed Services, with Mosaic running payroll for the client.

Project fundamentals included 130 employees in three pay groups, which the company was trying to fold into two groups of hourly and salaried staff across locations in six states, with the majority of its business headquartered in Florida.

The parent company chose UKG Pro for the new company's HCM system because UKG Pro is uniquely suited to company divestitures and the tight timeline that typically accompanies this type of transaction. Also, UKG Pro is one of the only systems of its type that can be activated and live in a short period of time. The client chose Mosaic as a partner for our specialization in UKG Pro, our flexibility and our capability to deliver on projects with an aggressive timeline and our ability to accommodate highly specialized client needs.

Challenges included:

Limited employee data. As Mosaic began system configuration, the parent company was willing to provide pay rules and policies but would not provide employee data due to privacy concerns. This meant that the team had to collect and hand-key the missing data.

Knowledge transfer. The HR firm was contractually directed to exit the project at go-live, on day one, which left an information gap between Mosaic and the client.

UKG Pro "newbies." Once the client entered the picture, they had only two HR employees, an independent HR consultant and a contract employee with little institutional company knowledge. The client was unfamiliar with UKG Pro, the system configuration and the project, and needed extensive training and support. Mosaic provides a complimentary 30-day Premier Support trial after every activation and used this time to "coach up" HR employees and answer training needs. Because the client had limited time for formal training, the project team provided on-the-spot, help desk-style support for questions and demonstrating the system as the client got up to speed.

Checks and balances. The company had insufficient funds for the first payroll, post go-live, due to insufficient funds in the payroll account. Mosaic stepped up to offer a checks and balances approach to contact the company before each payroll to confirm the amount needed in the bank account to ensure proper fulfillment.

The project was unconventional in every sense, but the activation went smoothly, and the Mosaic team developed some innovative and unconventional solutions for coordinating projects with changing players. Mosaic is able to innovate and come up with creative solutions for a client and offer a highly specialized, quick-turn niche service – one of our strong points as a small company that can customize the services and support that we offer to meet client needs.

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