



HRchitect Case Study: Concierge-Managed Support for Grocery Store Chain

CHALLENGES

This client worked with another implementation partner for their UKG Pro & UKG Pro WFM (Dimensions) System implementation and had some issues with the partner's delivery quality. Although they were live on both platforms, they had a lengthy to-do list of cleanup items and additional UKG projects that they did not accomplish during the initial implementation.

When the client's one and only HR technology resource left the company, this organization sought help from a certified UKG Partner that could fill the gap in their organizations day-to-day UKG managed support needs, and also to accomplish those phase 2 projects for them.

This client found HRchitect, five-time winner of UKG's Partner of the Year award, and reached out for help via a concierge-managed support package.

SOLUTION: CONCIERGE-MANAGED SUPPORT SERVICES

One of the first items HRchitect addressed with this client was related to their 30+ integrations that were set up by another firm during implementation. The client was not properly instructed by the previous consulting partner to have a system user run the integrations and instead had an active user (the HR technology lead) run the accounts. When the HR technology lead terminated, this prevented integrations from running. The HRchitect support consultant resolved this by setting up a system account and rerouting the integrations through the system account owner.

CLIENT PROFILE

- Regional Supermarket Chain
- 3,000 employees
- 27 locations
- Lean HR team
- Systems in place: UKG Pro & UKG Dimensions
- Over 30 integrations

WHY HRCHITECT?

- 5x winner - UKG Partner of the Year
- Hundreds of UKG clients -see what more than 140 clients have to say about us on Raven Intelligence
- Senior consultants; over 50% are former HR practitioners

SOLUTION: CONCIERGE-MANAGED SUPPORT SERVICES (CONTINUED)

The client would send Interval Data on a weekly basis, and this integration, set up by another firm, was failing. This was a vital report for payroll to run, so this needed to be treated with utmost importance.

HRchitect got to work on the technical side, resolving the integration issues that the other firm left behind. Their consultant also provided the client a workaround of manually running the file and sending it to the client to ensure that they could run daily business operations while the integration was worked on.

The root cause of the problem was that there was one singular employee that had extra data being included on specific days. This extra data was not originally accounted for when the integration was built. The data in question was the labor category and org job. To ensure this wouldn't happen in the future, for not only this one employee, but for others who may meet the same criteria, in the process that reads the time data to include in the export, their consultant updated the "return value" types to accommodate the extra fields that were not accounted for in the original scenarios. The integration was changed to adjust the return types for LABORCATEGORY and ORGJOB to read the returned results properly.

The integration work was completed in 8 days, and has been running successfully with no issues.

Another example of a challenge HRchitect helped this client to address was an SFTP not sending a file. When a new process was deployed for an integration, the firm that originally set up the integrations had set the SFTP to disconnect by default. We resolved this by reconnecting the SFTP and changing a setting so this would not happen in the future if an integration needed to be modified.

HRchitect continues to stay engaged with this client supporting additional efforts to create efficiency by leveraging UKG Pro and UKG Pro WFM, such as rolling out recruiting, onboarding, and employee self-service.



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