UKG Implementation Case Study:

HR/Payroll Implementation for a New York Non-Profit

OVERVIEW

HRchitect was brought in to assist this Client, a non-profit church in New York City, to deploy a new HR and Payroll system. The Client's New York City location also includes a well-known cemetery and mausoleum which is the final resting place of many famous people including John James Audubon, Clement Clarke Moore, Jerry Orbach, former New York City Mayor Ed Koch, and Alexander and Eliza Hamilton.

Before purchasing new HCM technology, the Client was stuck utilizing an antiquated, clunky collection of systems which didn't allow for automation. Moreover, the systems in use were not able to integrate easily with other technology systems. It is no surprise that the Client's self-led evaluation and selection process resulted in the selection of a full-suite solution from UKG which offered built in integration between modules such as HRIS, Payroll, Time & Attendance, Onboarding and Open Enrollment/Life Events.

Although the Client was confident the newly selected UKG system had the functional capabilities to meet the organization's needs, the challenge from this point would be to ensure the system was properly configured to match the organization's business processes and that end users were clear on how to use the system to bring efficiency to the HR team.

THE IMPLEMENTATION

The implementation process for this Client took a phased approach, beginning with the implementation of the HRIS, Payroll, and Time & Attendance modules for 2 FEINs. Phase two of the project plan would include the implementation of Open Enrollment/Life Events followed by the rollout of the Onboarding module.

CLIENT PROFILE

- Non-profit church headquartered in New York City
- Other locations include Connecticut and California
- 400+ employees
- Chose HRchitect to deploy a UKG as a new HR and Payroll system

WHY HRCHITECT?

- 5x winner – UKG Partner of the Year
- Hundreds of UKG clients – see what more than 200 clients have to say about us on Raven Intelligence
- Senior consultants; over 50% are former HR practitioners

The project team for this implementation consisted of several members of the HR department from the Client, as well as a solution consultant from HRchitect and a project manager from UKG. The project kicked off in December with an expected project timeline of 4 months.

The HRchitect consultant led requirements gathering and began the subsequent configuration, testing, and deployment phases. Since there would be some configuration nuances for this Client due to the taxation of the parish, the consultant made sure to explain best practices for system configuration around these unique taxation rules. Additionally, the consultant made recommendations for business process changes in line with the system configuration.

The Client had standard earnings and deduction codes as well as a 401k employer match which were set up for the two pay groups in weekly and semi-monthly frequencies. The HRchitect consultant, with expertise derived from dozens of UKG Pro implementation projects, was easily able to create simple earnings with off-setting deduction codes in UKG Pro, significantly streamlining the back-end system configuration. This was ultimately be a huge benefit to the Client's internal system administrator.

In order to help the Client's team easily tackle any future special payroll needs, such as gross ups for bonuses or gift cards, flat commission mass loads, and similar imports that would create separate paychecks, the consultant created several time import templates that the Client would have at their fingertips.

HRchitect led configuration, testing, deployment and conducted end-user training to ensure the Client's employees felt comfortable using the newly deployed UKG Pro system. Although they had heavy existing workloads, the Client team working on this project were go-getters, who remained engaged throughout the project. They also exhibited a curiosity and a desire to master their new system, often trying to answer questions on their own, before reaching out to the implementation partner for answers, or to better understand the capabilities of certain features in the new platform.

After the initial implementation was completed, the church completed an acquisition of the California-based university, adding a number of employees to the existing organization. As is customary in any HCM system implementation where there is a merger and/or acquisition, additional configuration work, process review, and training is required. These activities were completed in the post-live support phase due to the timing of the acquisition.

UKG Implementation Case Study:
HR/Payroll Implementation for a New York Non-Profit

HRchitect

THE RESULTS

The Client-side team was satisfied with the implementation process and the project was successful. However, as a small team with limited bandwidth to dedicate to the implementation project in addition to their very demanding day to day roles, the Client remarked that if they had to start the project all over again, it would be worthwhile to bring in a Client-side project manager from HRchitect to take some of the workload off their plate. Having a Client-side project manager would also ease some of the pressure of meeting tight deadlines, which is a natural part of any HRIS/Payroll implementation.

Occasionally we speak with organizations that are initially skeptical of working with a consulting firm to implement a new HCM system, preferring to work with the vendor's services team directly. Although this Client initially was unsure about working with an implementation partner, as they had a poor experience working with an implementation partner on a previous project, this Client felt comfortable with HRchitect after speaking with the UKG's services team about the caliber of work HRchitect performs. Ultimately, the Client was very happy with implementation process, the end product, and the functionality of the UKG Pro platform. The Client remarked that given the chance, they would work with a third-party implementation partner again.

The Client found tremendous value in the standard reports in the Business Intelligence (BI) tool, as they needed a number of custom reports in their old system to obtain the same information. The robust BI platform in the new UKG system gave the Client access to all of the information needed to make important, data-driven decisions.

Since the implementation of this new HCM system, the Client's HR team has saved a significant amount of time and effort every payroll cycle, has completed a benefits open enrollment cycle, and is successfully onboarding new hires, thanks to HRchitect's partnership throughout the implementation.

UKG Implementation Case Study:
HR/Payroll Implementation for a New York Non-Profit

HRchitect