

A photograph of two firefighters in orange and blue gear, one holding a hose. The background is slightly blurred, showing what appears to be a fire station or equipment.

HRchitect Implements UKG TeleStaff for a Fire Department with Complex Third-Party Payroll Integration

CLIENT BACKGROUND

HRchitect's Client is a municipal fire department serving its community with round-the-clock emergency response services. Like many fire departments, our Client operates under highly specialized scheduling rules, staffing minimums, overtime policies, and time-off processes that require a purpose-built workforce management solution.

As part of a broader, city-wide initiative, our Client needed to implement a net-new UKG TeleStaff system specifically for the fire department, while integrating with a third-party payroll system used across the city. While the payroll system served the broader municipal workforce, it could not support the complex scheduling demands unique to fire service operations, making UKG TeleStaff a critical component of the overall solution.

THE CHALLENGE

Prior to UKG TeleStaff, our Client relied on a combination of disconnected tools, including spreadsheets, notification systems, and manual timecards, to manage schedules, time-off requests, overtime opportunities, and daily rosters. This fragmented approach was time-consuming, redundant, and inefficient, particularly when responding to last-minute staffing changes or vacancies.

CLIENT PROFILE

- This Client saves lives and property through emergency medical service, fire and rescue response and community risk reduction
- Headquartered in Florida
- Approximately 950 employees

WHY HRCHITECT?

- 5x winner – UKG Partner of the Year
- Hundreds of UKG clients – see what more than 400 UKG clients have to say about us on Raven Intelligence
- Senior consultants that come from an HR practitioner background

THE CHALLENGE CONTINUED

The challenge was further complicated by the project timing. HRchitect was engaged after the overall program was already in flight, while the city's third-party payroll system implementation was underway. UKG TeleStaff needed to integrate with the payroll system by sending scheduled time for accurate pay calculation, while also receiving employee data back into TeleStaff for daily operational use. This bidirectional integration was essential to maintain payroll accuracy and operational visibility.

THE PROJECT

Our Client partnered with HRchitect to lead the UKG TeleStaff implementation and integration effort, bringing in specialized solution and integration consultants to ensure success. HRchitect was responsible for configuring UKG TeleStaff to manage fire department-specific scheduling needs, including time-off requests, backfilling vacancies, overtime opportunities, and daily roster management.

Although HRchitect was brought into the project after the city's payroll implementation was already underway, the team quickly built momentum. UKG TeleStaff was fully configured and ready for rollout within four months, and the system entered testing while coordination with the payroll system continued.

However, when the city's payroll project timeline shifted, the UKG TeleStaff go-live had to be delayed as well. Throughout this pause, HRchitect remained actively engaged, monitoring progress, resolving last-minute issues, and ensuring UKG TeleStaff stayed aligned with payroll testing and readiness. Despite the extended overall project timeline, the UKG TeleStaff work itself remained stable, well-tested, and free of major configuration issues.

The eventual go-live occurred over a weekend and was notably uneventful, exemplifying a well-executed deployment of a public safety system.



**4-month configuration despite
mid-stream engagement**



KEY BENEFITS

- **Real-Time Centralized Scheduling System:** UKG TeleStaff replaced spreadsheets, manual timecards, and disconnected tools with a single system to manage schedules, time off, overtime, vacancies, and daily rosters.
- **Fire-Specific Scheduling Support:** UKG TeleStaff was configured to handle the complex staffing rules and operational demands unique to fire service organizations.
- **Seamless Payroll Integration:** Scheduled time flows from UKG TeleStaff to the third-party payroll system for accurate pay calculation, while employee data flows back into UKG TeleStaff to support daily operations.
- **Reliable, Stable Deployment:** Extensive testing and coordination ensured a smooth weekend rollout with no major issues or post-go-live disruptions.

THE RESULTS

The UKG TeleStaff implementation for our Client was highly successful. Despite external delays driven by the payroll system timeline, HRchitect delivered a stable, thoroughly tested UKG TeleStaff solution with no major bugs, configuration issues, or post-go-live challenges.

UKG
Partner

The system went live over a weekend with no emergency calls or disruptions, an ideal outcome for a public safety organization. Our Client now operates with a centralized scheduling platform that supports its operational

needs while integrating cleanly with the city's payroll infrastructure. The Client expressed strong appreciation for the HRchitect team and the quality of the partnership. Feedback highlighted the consultants' professionalism, expertise, and commitment, so much so that the Client remarked they "didn't want to say goodbye" at the conclusion of the project.

By successfully navigating a complex, multi-system environment and delivering a reliable UKG TeleStaff deployment, HRchitect once again demonstrated its ability to support mission-critical public safety organizations, even under challenging and unconventional circumstances.



FIRE DEPT

To learn more about HRchitect's services or request a consultation, [click here](#)

