

HRchitect Delivers Seamless Payroll Transition for General Hospital Client

CLIENT BACKGROUND

Our Client is an Ontario-based healthcare organization that provides essential medical services to its regional community. Serving a critical role in Canada's healthcare system, our Client supports both patients and staff through efficient clinical and operational processes. Our Client employs approximately 800 employees and operates within a highly regulated environment that requires strict adherence to provincial reporting standards, including MIS and union-related requirements.

With UKG Workforce Central (WFC) approaching end-of-life, our Client needed to transition to UKG Pro and UKG WFM. The organization sought a modern, more efficient solution that would reduce manual effort, improve payroll accuracy, and maintain compliance, all while ensuring a smooth transition with no disruption to day-to-day operations.

THE CHALLENGE

As our Client prepared to move off WFC, the organization faced several operational and technical challenges tied to its legacy system and existing processes. Payroll, in particular, was highly manual, requiring the team to begin processing nearly a week in advance to account for the volume of administrative work.

CLIENT PROFILE

- Our Client is a community hospital that provides acute care services, including a 24-hour emergency department, surgical care, and specialized clinics
- Headquartered in Ontario, Canada
- Approximately 800 employees

WHY HRCHITECT?

- 5x winner – UKG Partner of the Year
- Hundreds of UKG clients – see what more than 450 UKG clients have to say about us on Raven Intelligence
- Senior consultants that come from an HR practitioner background

THE CHALLENGE CONTINUED

Key processes such as pay scale adjustments and retroactive pay calculations lacked automation, creating inefficiencies and increasing the risk of error. At the same time, our Client needed to maintain critical workflows, including scheduling and call lists, which were essential to supporting clinical operations.

Compounding these challenges were the complex reporting requirements associated with Ontario healthcare organizations. Our Client required highly specific outputs for MIS, GL, and union reporting, many of which could not be met through standard system configuration alone. Ensuring a smooth transition from WFC, addressing these gaps, and achieving flawless payroll at go-live were critical to the project's success.

THE PROJECT

HRchitect partnered closely with our Client to deliver a transition that not only met technical requirements but also drove meaningful operational improvements across payroll and workforce management processes.

Through the engagement, HRchitect consultants helped our Client streamline payroll workflows by reducing manual steps and improving the overall efficiency of the organization's payroll process. Consultants automated direct deposits, introduced structured imports for pay scales and retroactive pay updates, and enabled semi-automated payroll calculations through reporting. These reporting capabilities were essential to support complex MIS, GL, and union requirements specific to Ontario healthcare organizations. The HRchitect consultants also assisted in improving our Client's system performance and scalability by introducing Position Automation and optimizing configurations. In total, HRchitect consultants created eight custom reports for our Client.

This collaborative, solutions-focused approach ensured our Client could successfully transition to their UKG systems while immediately benefiting from improved processes.



KEY BENEFITS

The partnership delivered measurable value across our Client's payroll, reporting, and operational processes:

- **Significant Time Savings:** Reduced hours of manual payroll preparation, freeing up internal resources for higher-value activities.
- **Improved Payroll Efficiency:** Eliminated the need to begin payroll processing a week early, streamlining the overall cycle.
- **Enhanced Automation:** Minimized manual calculations through automated and semi-automated processes for pay scale and retro pay.
- **Accurate and Compliant Reporting:** Delivered customized reporting solutions to meet Ontario MIS, GL, and union requirements.
- **Operational Stability:** Maintained critical workflows such as scheduling and call lists during and after the transition.
- **Scalable Foundation:** Positioned our Client for future enhancements, including mobile capabilities and continued optimization.

THE RESULTS

The engagement resulted in a highly successful transition from UKG Workforce Central to UKG Pro and UKG WFM, with exceptional outcomes in both payroll accuracy and overall system performance.

UKG™ **Our Client achieved a near-perfect first payroll, with only a \$200 variance on a \$1.8 million payroll. The payroll represented a 0.0111111111% variance, one of the lowest HRchitect has ever seen for a first payroll.**
Partner

This level of accuracy validated both the system configuration and the effectiveness of the overall implementation approach. In addition to payroll success, our Client was able to maintain full operational continuity at go-live, ensuring that critical processes supporting healthcare delivery were not disrupted.

Client feedback has been overwhelmingly positive, reflecting satisfaction with both the results and the collaborative partnership. The organization is now equipped with a more efficient, automated, and scalable system to support its workforce and ongoing operational needs.

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

