

## HRchitect Supports Global Workforce Transformation for SGS & Co

### CLIENT BACKGROUND

SGS & Co is a global organization specializing in packaging, print, and brand management solutions for many of the world's leading consumer brands. Operating at scale across multiple regions, SGS & Co supports complex global operations that require consistency, accuracy, and efficiency across its workforce systems.

With operations spanning dozens of countries, SGS & Co required a workforce management solution capable of supporting its global workforce while aligning with regional and local requirements. The organization was already live on UKG Pro and sought to expand its capabilities through a full UKG Pro WFM implementation, alongside optimizations and integrations within its existing Pro environment.

As part of its global growth strategy, SGS & Co aimed to consolidate its workforce systems, improve operational efficiency, and create a unified solution that could scale alongside the business.

### THE CHALLENGE

SGS & Co faced significant complexity managing its global workforce due to a fragmented systems landscape. The organization was operating with more than 30 different timekeeping systems across various countries, creating inefficiencies, inconsistencies, and administrative burden for HR and operations teams.

### CLIENT PROFILE

- SGS & Co is a global brand impact group and production agency specializing in packaging, graphics, and digital marketing services
- Headquartered in Louisville, KY
- Approximately 5,000 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

The department needed a solution that would provide automated scheduling, accurate labor tracking, and improved accountability, while ensuring a smooth transition for staff.

A key driver for change was the need for a global workforce management solution capable of supporting multiple countries, languages, and regulatory environments within a single platform. At the same time, SGS & Co was undergoing a global payroll transformation, implementing ADP as its payroll provider, which introduced additional integration and timing dependencies.

Midway through the project, SGS & Co also underwent a merger, requiring two legacy organizations to be unified into a single workforce management solution. This added further complexity, as configurations, processes, and data needed to be aligned quickly without disrupting ongoing operations.

Additionally, the global scope of the project introduced challenges related to language barriers, regional nuances, and the need to coordinate deployments across multiple countries with precision. Ensuring alignment between UKG Pro WFM go-lives and ADP payroll timelines for each country was critical to overall success.

## THE PROJECT

HRchitect partnered with SGS & Co to deliver a global transformation that streamlined workforce management and improved operational consistency across the organization.



## THE PROJECT CONTINUED

Through the engagement, HRchitect consultants assisted SGS & Co with the following:

- Consolidated more than 30 disparate timekeeping systems into a single global workforce management solution.
- Delivered a scalable global deployment, with 24 countries implemented and additional countries planned.
- Coordinated workforce management and global payroll timelines to ensure smooth country-specific go-lives.
- Strengthened system integrations between UKG Pro and ADP to support a unified global payroll strategy.
- Optimized UKG Pro recruiting and onboarding modules to improve hiring and employee onboarding processes.
- Conducted system assessments and targeted optimizations to improve performance and usability.
- Unified two organizations into one workforce management solution following a mid-project merger.
- Increased operational efficiency across global HR and workforce management teams.

HRchitect's collaborative and flexible approach ensured SGS & Co could navigate complexity while achieving meaningful progress throughout the project.

## KEY BENEFITS

The partnership delivered significant value across SGS & Co's global workforce operations:

- **Global System Consolidation:** Replaced 30+ timekeeping systems with one unified global platform.
- **Scalable Global Solution:** Supported multi-country deployments with the flexibility to expand further.
- **Improved Operational Efficiency:** Streamlined workforce processes across regions and reduced administrative burden.



## KEY BENEFITS CONTINUED

- **Seamless Payroll Integration:** Enabled alignment between UKG Pro, UKG Pro WFM, and ADP for a cohesive payroll strategy.
- **Successful Merger Integration:** Unified two legacy organizations into a single, standardized solution.
- **Enhanced User Adoption:** Empowered internal teams to take ownership of the system and manage it independently.
- **Stronger HR Processes:** Optimized recruiting and onboarding to improve the employee experience.
- **Increased Confidence and Agility:** Equipped teams to adapt quickly within a complex global environment.

## THE RESULTS

The engagement has been highly successful, with SGS & Co achieving strong progress across its global workforce transformation while maintaining on-time delivery.

The organization has successfully implemented UKG Pro WFM across 24 countries, with additional countries planned as part of the continued rollout. Despite the complexity of a global deployment, concurrent payroll transformation, and a mid-project merger, the implementation has remained on track and continues to deliver value.

**UKG**<sup>™</sup> Client feedback has been overwhelmingly positive, with SGS & Co praising HRchitect's agility, expertise, and solution-oriented approach. Here's what they had to say about working with their HRchitect consultant:

**Partner**

"[Our HRchitect consultants] were very agile, extremely skilled in the software, and very solution-oriented." – Director, Global HR Operations.

The internal SGS & Co team has now taken strong ownership of the system, confidently managing and expanding its use rather than relying on ongoing external support. SGS & Co now operates with a consolidated system, stronger processes, and empowered internal teams, positioning them for continued global growth and long-term success.

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

