

## Utah Department of Natural Resources Modernizes Workforce Management with UKG Pro WFM and UKG TeleStaff



### CLIENT BACKGROUND

The Utah Department of Natural Resources (DNR) oversees the management and protection of Utah's wildlife and provides hunting and fishing opportunities, including issuing licenses and offering guidance for outdoor enthusiasts. With a workforce of approximately 300 employees across the state, the DNR manages complex scheduling, timekeeping, and labor tracking to support its diverse operations.

Prior to this project, the department relied on legacy systems that were increasingly difficult to maintain and lacked the integration needed to streamline workforce management. To modernize processes, reduce manual effort, and improve accuracy, the DNR turned to HRchitect to implement a phased rollout of UKG Pro WFM and UKG TeleStaff.

### THE CHALLENGE

Utah DNR faced several challenges with its legacy systems, including:

- Lack of integration between scheduling and payroll, leading to inefficiencies and frustration among employees.
- Manual tracking of labor activities, which was very time-consuming and error-prone.
- The need for a phased approach to account for the sunseting of older systems while implementing new solutions.

### CLIENT PROFILE

- Utah's Department of Natural Resources, overseeing and managing the state's natural resources
- Headquartered in Salt Lake City, Utah
- Approximately 300 employees
- Partnered with HRchitect to implement UKG Pro WFM and UKG TeleStaff

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

## THE PROJECT

HRchitect partnered with Utah DNR to implement UKG Pro WFM during Phase 1 and prepare for the upcoming UKG TeleStaff rollout during Phase 2. HRchitect provided the following services:

- Workforce Management and Timekeeping implementation services.
- Support, training, change management, project management, system configuration, and integration consulting.
- Phased deployment strategy to minimize system disruption, beginning with UKG Pro WFM activities and timekeeping, followed by UKG TeleStaff for advanced scheduling and labor management.

The phased approach allowed the department to adapt gradually, addressing issues such as offline punching, activity tracking, and user adoption, while ensuring that each system was functioning properly before moving on to the next phase.

## PHASE 1 REALIZED BENEFITS

- **Improved Data Accuracy and Efficiency:** Integrated systems reduce manual entry, streamline payroll processes, and save time for HR staff.
- **High User Adoption:** Staff quickly adapted to the new workflows, with the DNR reporting increased satisfaction with the system.



## PHASE 1 REALIZED BENEFITS CONTINUED

- **Seamless Support and Change Management:** HRchitect's guidance ensured users were trained, supported, and comfortable with the new systems throughout the project.
- **Accurate Labor Tracking:** Employees can record labor accurately at their work sites, improving accountability and data integrity.

## PHASE 2 ANTICIPATED BENEFITS

- **Automated Scheduling and Activity Management:** The upcoming implementation of UKG TeleStaff will allow employees to schedule shifts, manage activities, and bid for time off, reducing manual work.
- **Enhanced Staffing Visibility and Resource Allocation:** With UKG TeleStaff's advanced scheduling intelligence, supervisors will gain real-time visibility into staffing levels, certifications, and availability, ensuring the right personnel are assigned to the right activities.

## THE RESULTS

Despite some initial resource challenges, the phased implementation was successful, with the UKG Pro WFM system fully operational. User adoption was initially slow during testing, but improved dramatically by go-live, with the system functioning as intended and employees enjoying time savings and reduced system-related errors. Utah DNR is currently preparing for the rollout of UKG TeleStaff. Utah DNR was extremely impressed by HRchitect's previous work and is excited to continue collaborating with the HRchitect team:

**UKG**™ “We love [our HRchitect consultant]. We had some bumps and bruises along the way, but the team worked to sort everything out to get us live.” – Director of the Utah Geological Survey.  
**Partner**

As the project team advances into Phase 2, the steady momentum built through the UKG Pro WFM implementation is already shaping a seamless rollout for UKG TeleStaff, setting the stage for another successful chapter in Utah DNR's HCM journey.



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

