

Solution Guide

UKG Workforce Operating Platform

Are you managing the past?

Your plan is airtight when it leaves the boardroom. But on the front line, it's already giving way to reality.

An employee, scheduled too heavily in the wrong area, pushes through fatigue. His pace drops, errors creep in, and he begins calling out. The people around him absorb the impact by picking up extra shifts and working overtime. Every adjustment the supervisor makes to cover one gap creates two more. Frustration builds until eventually someone quits — and then someone else.

Weeks later, after payroll closes and actuals are finalized, the numbers come in. Labor costs are higher than expected. Attrition is rising. Margins are thinner than they should be.

What began as a simple scheduling imbalance compounded into a series of disruptions, each one too minor to trigger alarm, but together, enough to impact your P&L statement.

What went wrong?



Work isn't working

41% of employee time is spent on work that doesn't create value.[1]

40% of managers' time is spent solving short-term problems and admin work.[2]

76% of frontline employees report feeling burned out.[3]



Your workforce represents 40–60% of your operating expenses.

Optimize your workforce like everything else

The problem was never your plan. It was that you were relying on systems designed for reporting, not execution. In fact, most workforce systems aren't really systems at all. They're a collection of point solutions that have been stitched together over time. Each one captures a piece of the picture, but none of them give you a full view of your workforce, in real time. Managers are left to make decisions only after outcomes have already taken shape.

But if inventory can be managed in real time, why not your workforce?

Think about it. Whether it's fresh produce, engine parts, or city buses, your assets are tracked to the unit and continuously optimized. Meanwhile, your workforce — the largest and most dynamic expense on the balance sheet — is managed with far less rigor and precision.

This is why costs continue to rise no matter how sophisticated your processes are for managing everything else.

Traditional systems	vs.	A workforce operating system
Reports	→	Real-time action
Fragmented data	→	One cohesive story
Delayed insight	→	Continuous intelligence
Reactive decisions	→	Predictive control

From a system of record to a system of action

Your workforce is your one true competitive edge. To be sure you're realizing its full potential, you need more than an HCM upgrade. You need an operating model for your workforce — one complete solution that's not just a system of record, but a system of action.

The UKG Workforce Operating Platform is exactly that.

It brings HR, workforce management, and payroll into a single system that manages the full scope of people and labor, from hiring and scheduling to pay and engagement. A unified data layer connects every part of the workforce. Paired with embedded AI, it detects patterns, predicts outcomes, and triggers action in the moment.



> We've been able to transform ... from tactical HR, pay, and time management to a true operating platform that gives us a real-time view into our frontline workforce.
>
> **Amanda Poitra**
> Chief Administrative Officer,
> FJ Management

Why other systems can't solve this

Most systems run on payroll and time-entry cycles. Work happens continuously, but data is recorded, reviewed, and acted on in batches. For example, turnover shows up as a number in a report, long after the underlying issue has formed. You see the results, but you've missed the signal.

The UKG Workforce Operating Platform is built to support continuous in-the-moment execution, especially on the front line, where 80% of the global workforce operates. This is where UKG was born and where our platform is used the most.

Each interaction contributes to billions of data points across people, work, culture, and third-party systems, creating a dataset of workforce behavior at a scale and breadth no other provider can replicate. It's from this continuous workforce activity that we draw our insights, turning real-world signals into real-time action.

What's happening, what it means, what to do

Whether it's a manager updating a schedule to cover a shift, a payroll team processing a correction, or a recruiter moving a candidate to the next step, each real-time execution involves three layers.

1. Signals
These are moments of workforce activity, such as shift swaps, timecard edits, new hires, departures, benefit changes, vacations, certification expirations, and employee record changes.

2. Intelligence
AI analyzes those signals to identify patterns, risks, and opportunities, and then recommends the next best action.

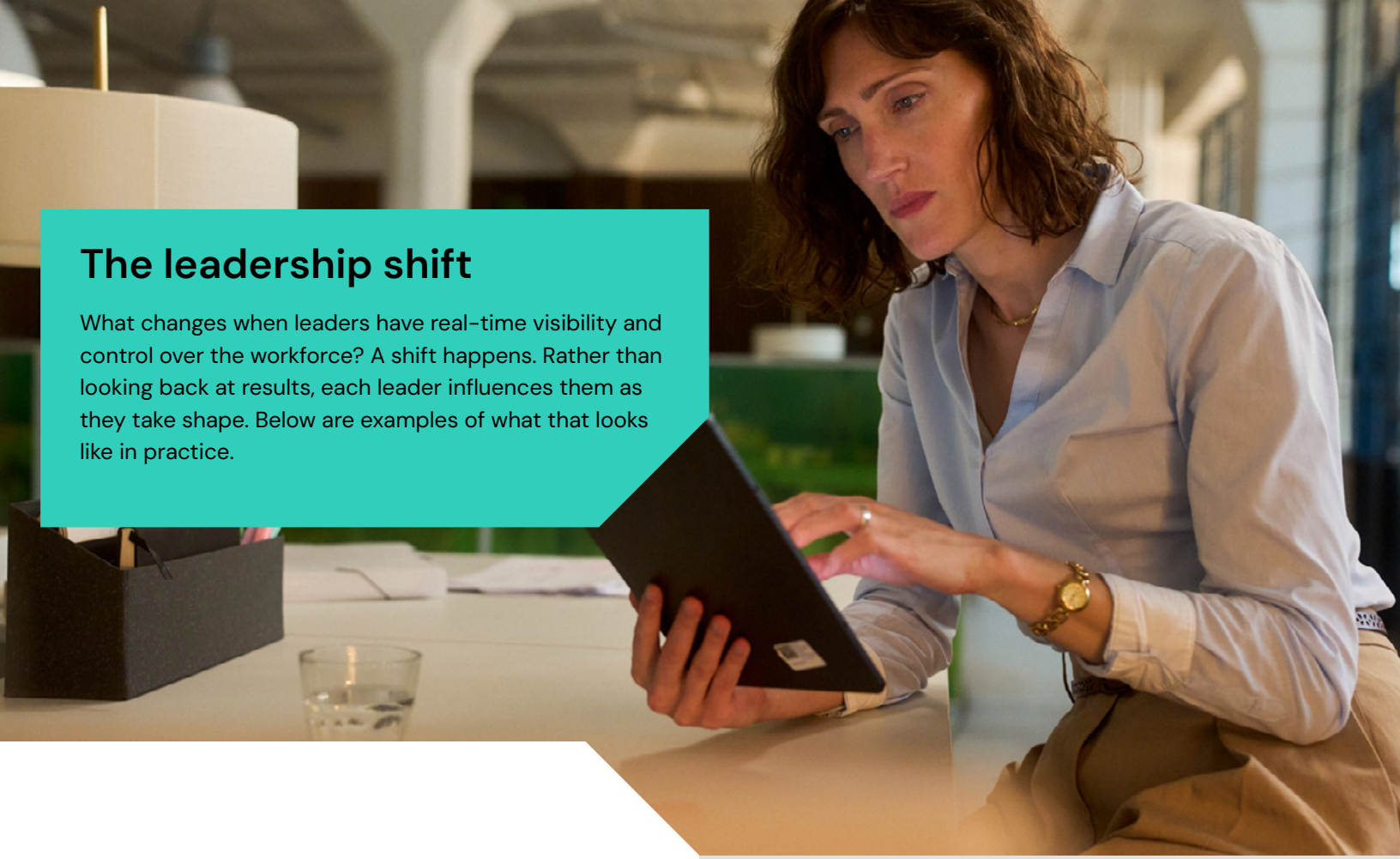
3. Execution
The action happens in the moment, from within the same system. For example, adjusting schedules to prevent burnout, moving a candidate from offer to orientation without delay, or surfacing a qualified internal candidate for an open role.

These elements come together to show leaders what's happening, why it matters, and what to do about it.



> The way automated workflows move employee data seamlessly through the platform has been transformative for us.

Craig Howell
HR Director, Bunzl



The leadership shift

What changes when leaders have real-time visibility and control over the workforce? A shift happens. Rather than looking back at results, each leader influences them as they take shape. Below are examples of what that looks like in practice.



CHRO

From measuring engagement to building operational readiness
HR sees early signals of turnover risk, stepping in before high performers disengage and make the decision to leave.



COO

From reactive to controlled operations
Leaders detect an understaffed shift the day prior and fill the gap immediately, preventing disruption before it reaches the floor.



CFO

From tracking costs to protecting margins
Finance identifies a labor spike based on heightened demand and quickly corrects their financial outlook before the business is in the red.

With real-time visibility and guidance, every leader can anticipate disruptions and adjust early, making labor more predictable and easier to manage. In turn, costs stay closer to plan; compliance is managed proactively; and retention and productivity strengthen.

> It's rare to find a solution that saves time, improves efficiency, and makes employees feel more valued — but that's exactly what we're seeing with UKG.
>
> **Sindhuri Adepu**
> HR Technology Manager,
> Simpson Manufacturing

How the platform pays off

Everything connected. Stable, predictable operations. Real bottom-line impact. This isn't just theory. It's already happening at scale for tens of thousands of organizations around the world who use UKG. Here's proof:

Gillette Children's

$2.8M

saved by reducing overtime.

Jetro Restaurant Depot

$1.8M

saved in candidate sourcing and onboarding.

Bunzl

$300K

saved annually in HR operating costs.

XKIG

$500K

saved by reducing turnover by 5%.

Western DuPage Special Recreation Association

500+

hours saved annually due to more efficient recruiting, hiring, and onboarding.

Behind these outcomes is a different way of working, one where every worker has the intelligence they need to take the right actions and make the best decisions. That shift shows up across the business, from how teams operate to how managers lead to how employees experience their days. And when that foundation is in place — when work works — the result is stronger customer experiences, more resilient communities, and real progress toward the mission that brought your organization together in the first place.

This isn't just our view. Analysts agree.









Get everyone behind it

If you see the vision for a workforce operating platform but need to gain buy-in, check out:

Build a Foundation for Real-Time Operations: A Guide for Buying Committees.



Take control with UKG

Here's how UKG helps you move forward:

Understanding: We surface where execution is breaking down and the signals that indicate where you can influence outcomes in real time.

Connection: We connect those signals directly to your goals and align them to benchmarks drawn from the world's greatest workplaces.

Execution: We put that intelligence in the hands of the people who need it, in the flow of work, so they can act on it.

To run your workforce with the same precision as the rest of your business, you need to manage work as it happens, not after the fact. That's what UKG is built to do, with the depth of data, frontline focus, and timeliness needed to close the gap between plan and reality.

See how the UKG Workforce Operating Platform makes it possible:

Watch a quick demo



References:

1 Deloitte. 2025 Global Human Capital Trends. When Work Gets In The Way Of Work: Reclaiming Organizational Capacity.

2 Deloitte. 2025 Global Human Capital Trends. Is There Still Value In The Role of Managers?

3 UKG. More Perspectives from the Frontline Workforce.

About UKG

UKG is the Workforce Operating Platform that puts workforce understanding to work. With the world's largest collection of workforce insights, and people-first AI, our ability to reveal unseen ways to build trust, amplify productivity, and empower talent, is unmatched. It's this expertise that equips our customers with the intelligence to solve any challenge in any industry — because great organizations know their workforce is their competitive edge. To learn more, visit ukg.com.

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HR, Pay, & Workforce Management

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