



CASE STUDY: UKG Implementation

A NYSE listed global leading tax preparation firm for over 55 years operating in Canada, USA and Australia was in dire need of change. The country of Canada serves taxpayers in 1,000 offices across the country, both in person and virtually. Canada includes 18K + employees who all had been in a 27 year legacy ADP system. The legacy system products were set to expire with the firm targeted to migrate on to ADP Workforce Now (WFN). WFN was not configured to handle the volume of capacity. ADP was asking to process payroll after hours, so the high-volume firm didn't crash the mainframe. This was not reasonable, logical nor offering any benefits.



OBJECTIVES

A year after being on ADP WFN, the firm went to market with the mindset that a new more automated solution had to exist. After receiving deep dive DEMOs of UKG, Workday, Oracle, and Ceridian. **UKG was chosen specifically because of the incredible and reliable client service.** ADP is historically a challenge service-wise, and the other platforms required headcount for support to maintain the system.



SOLUTIONS

UKG Modules selected were Time and Attendance, Core (HR and Payroll) Custom on-boarding and Custom labor dashboard. An implementation team was engaged inclusive of 4 full-time consultants with various specialties across the platform. The end goal was to have a seamless platform where managers could see their budget versus actuals in real-time. In essence, the UKG platform offers 100% real-time transparency. A record was set for an enterprise implementation 16 weeks from start to go live and 98% success rate on go live payroll.



BENEFITS

ADP was released immediately after the "go live" date saving the company lack of automation, processes, and future angst. The implementation of UKG benefited district and regional managers with the ability to see their actuals against budget in real-time, to mean live dashboard access 24/7. In addition, for the first tax season out on UKG, the firm came in over budget only at \$276K as compared to with the legacy system average year over year at \$2 Million over the projected budget thereby recovering \$1.7 Million in overspend. UKG is easier for employees to use and has award-winning real-time reporting.



"The d. team overhauled our entire payroll system, including onboarding/offboarding for over 18,000 employees. Not only was the project a huge success, d. implemented this in under three months. This included change management training and field adoption. The d. team was also instrumental in the development and implementation of our new labor management tool that was utilized in all 56 districts across the country.

TAX PREPARATION CLIENT, GLOBAL HEAD FINANCE & TECHNOLOGY

