



NUCLEUS
RESEARCH

UKG ASPIRE 2022 UPDATES

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THE BOTTOM LINE

At UKG's 2022 Aspire Conference, the vendor announced several product enhancements, reflected on recent moves, and revealed portions of its product strategy and roadmap for the coming year. UKG product innovation across its suites is focused on empowering managers and all types of employees through improved user experiences and expanded access to actionable insights in the flow of work, enabling HR leaders to meet pressing needs and inform future strategy. Nucleus expects that UKG will continue strong growth into its 2023 fiscal year through product launches and feature updates that proactively meet customer needs amid a constantly changing landscape.

OVERVIEW

At UKG Aspire 2022, UKG announced the planned and available launches of Great Place to Work Hub in UKG Pro, UKG Labs, and the FleX by UKG architecture. Additionally, the vendor reflected on recent announcements, including its acquisition of Quorbit.

GREAT PLACE TO WORK HUB

At Aspire, UKG announced the future launch of the UKG Great Place To Work Hub, a solution that builds on the vendor's acquisition of Great Place To Work by leveraging its benchmarks and Trust Index survey results with UKG Pro data to help employers enact DEI&B and strategies across their teams while improving decision-making. The hub will give managers visualized insights in the form of graphs and charts to give them a birds-eye view of where their team stands against DEI&B benchmarks and identify strengths and areas of improvement. UKG plans to eventually include actions and nudges in the flow of these insights to give managers actionable goals to further enhance hiring, retention, and even areas such as payroll and scheduling.

UKG LABS

UKG also announced the launch of UKG Labs at Aspire. The startup incubator program provides early-stage technology companies with guidance and insights and collaboration to help them in their pursuit of solving specific challenges facing the working world. Participants are able to take advantage of UKG's expertise in the HCM space by working with UKG leaders and customers to collect feedback and prove the validity of their concepts and test products during particular stages. Additionally, UKG Labs gives these startups the opportunity to explore new and emerging technologies in the HCM space. Current startups in the program include AdeptID, Beamible, Growthspace, Teamforce AI, Teamraderie, and Roleshare, tackling areas of talent acquisition, workforce communication, hybrid work, development, and role sharing. UKG is already planning for its next startup cohort to begin in early 2023.

UKG FLEX ARCHITECTURE

The launch of FleX by UKG helps organizations connect their business with emerging technologies to give users more functionality in the flow of applications that they currently use. The modern architecture includes FleX Fabric, an AI framework, which provides real-time insights, recommendations, reminders, and nudges to better inform decision-making. The framework also includes FleX Flow, an API framework that anchors UKG solutions within other business applications, and FleX Dev, a collection of tools and services, including low-

code and no-code designers that enable IT teams and third-party service providers to configure UKG solutions to specific needs. Flex Dev also enables these teams to quickly build applications to automate processes and supplement their current deployment.

The vendor is already utilizing Flex to advance its product strategy. For example, enhancements to UKG payroll and people analytics leverage Flex Fabric to proactively identify issues and errors and deliver suggestions for resolution. Additionally, UKG used Flex Flow to create a single interface for UKG Dimensions and Shifts within Microsoft Teams. This is part of an expanded partnership between UKG and Microsoft also announced at Aspire, aimed at minimizing disruptions to frontline worker communication and productivity.

QUORBIT ACQUISITION

Based in Oxford, England, Quorbit is a long-term workforce planning technology startup that helps large organizations with complex workforce planning needs strategically plan future decisions with modeling, associated labor budgets, and recruitment strategies. At a time when uncertainty reigns over organizations, especially those in hourly industries, the ability to forecast staffing needs based on factors such as skill needs is critical to business success. The solution enables managers to test different labor models and predict their outcomes, enabling them to spend less time putting together staffing plans and more time on value-add tasks such as assisting customers or training new hires. UKG plans to extend the capabilities to talent and performance management so organizations can be more proactive in long-term planning. The acquisition will bring these features to UKG customers in verticals including food service, hospitality, logistics, and manufacturing in 2023 with additional AI enhancements from the vendor.

LOOKING AHEAD

UKG's product feature releases have continued to deliver value to customers, resulting in high retention despite changes in the market. The vendor's recent innovation has remained in line with its mission of delivering people-centric tools and the ability to meet the needs of more HR leaders, managers, and all types of employees by providing tools that make sense in the context of their current roles and situations. Adoption is the largest barrier to the positive return of technology deployment, making the addition of features that are in the flow of work business critical.

HR leaders have recognized that it is not enough to have tools and insights, but that the guidance required to take action is critical to unlocking their value. Nucleus expects these

types of embedded solutions, actionable nudges, and reminders, to become table-stakes functionality over the next three years. UKG is ahead of the curve, and continued investment in R&D and acquisitions will continue to uphold and propel its market position into 2023 and beyond.