



NUCLEUS
RESEARCH

UKG Spring Global Analyst Day 2026 updates

ANALYST

Trevor White, Evelyn McMullen, Charlotte Belke

The Bottom Line

UKG recently hosted its annual Spring Global Analyst Day to reflect on the adoption and performance of various product enhancements and strategy updates announced at its 2025 Aspire user conference. Following a strong year for innovation, with the continued development of its Bryte AI architecture across its product suites and the introduction of the Frontline Worker Network, Workforce Intelligence Hub, Rapid Hire, and Dynamic Workforce Operations, the event centered heavily on the early impact of these releases. In addition to demonstrating value realization through customer testimonials, UKG also doubled down on the importance of compliance, governance, explainability, auditability, and extensibility in successfully driving the adoption of agentic capabilities. Overall, the vendor has remained consistent in its pursuit of being an AI-powered Workforce Operating Platform with expertise in serving frontline-heavy organizations. Now, it is taking the steps needed to execute on this vision in a market clouded by agents and subsequent confusion.

Overview

At UKG's annual Spring Global Analyst Day, the vendor reflected on recent product enhancements and updates to its broader strategy across GTM, product, customer experience, and AI. These elements are aligning, positioning UKG as a Workforce Operating Platform built for the AI era that unifies HR, WFM, and Pay, and enables organizations to act on their data rather than simply store it.

2025 was an important year for UKG, marked by its rebranding, continued development of the Bryte AI architecture, and the introduction of products including the Frontline Worker Network, Rapid Hire, and Dynamic Workforce Operations. While last year was centered heavily on product innovation, this year's event placed greater emphasis on the adoption, extensibility, and measurable outcomes of new AI-driven capabilities across its product portfolio.

AI strategy updates

UKG's People Fabric remains the data foundation that standardizes context across the platform, with Bryte serving as the intelligence layer that powers assistive and agentic AI experiences across UKG products. Assistive Bryte capabilities are delivered through assistants that provide role-specific insights and recommendations. Bryte Agents are more proactive, automated, and outcome-driven, delivering more substantial and measurable time savings than generative capabilities. As agentic AI becomes more pervasive, Nucleus found that one of the most significant barriers to adoption in the industry is a lack of understanding and subsequent risk aversion. UKG has recognized this, placing a greater emphasis on leading with governance, compliance, and explainability.

AI extensibility is another ongoing focus for UKG, enabling organizations to have UKG and partner agents collaborate across platforms and complete multi-system, complex workflows with a single request. The Workforce Intelligence Hub, which was unveiled at Aspire 2025, continues to be positioned as a "command center" for workforce operations. Solving for the fragmentation of data across HR, payroll, WFM, finance, planning, and analytics, the Workforce Intelligence Hub unifies data and context, providing leaders with visibility into labor market insights, benchmarks, and workforce trends.

At UKG's annual Spring Global Analyst Day, the vendor provided updates on the use of several new products and features introduced at its Aspire 2025 conference.

Adoption of agentic AI requires strong vendor partnership, trust and explainability, and demonstrated value.

Global pay enhancements in UKG One View

UKG One View is continuing its momentum, connecting global pay deeply with WFM and HR to reduce the complexity traditionally associated with multi-country payroll operations. UKG has expanded the product's extensibility beyond the immediate ecosystem, notably through integration with Workday HCM through Global Payroll Connect. The Data Changes on Demand (DCoD) API enables on-demand calls before critical payroll events and enables One View to ingest Workday HCM data in real time. Additionally, external system integrators can now independently complete customer implementations, configure customer and Global Payroll settings, and initiate and run payroll cycles during implementation and testing phases. The roadmap for One View details further automation across HR and payroll, with built-in insight to drive improved pay decisions.

External SIs can now independently complete One View implementations, configure settings, and initiate and run test payroll cycles.

Doubling down on the frontline

Announced at Aspire 2025 and launched in Q1 of this calendar year, Dynamic Workforce Operations brings AI-driven recommendations into live scheduling, coverage, labor planning, and frontline decision-making. The UKG Pro WFM suite as a whole emphasizes this operational intelligence, with a primary focus on continuing developments in vertical specificity, workforce planning, compliance, and deeper integration with the Workforce Intelligence Hub and payroll.

Reimagining CX for a new era

At Aspire, UKG laid the framework for what customer experience and support look like in the AI era, applying the technology within its CX organization to become more proactive. This is shifting what has traditionally been service delivery to value architecture. In addition to driving more proactive engagement with customers, using AI and insights from data can lead to faster implementation time and subsequent payback period acceleration. For example, the vendor uses AI-powered assessment of customer requirements, configurations, and test case creation, with the goal of making implementation more scalable and repeatable.

Looking Ahead

The primary takeaway from UKG's Global Spring Analyst Day was that the vendor is taking the necessary steps to take its roadmap to reality. As many organizations grapple with achieving "AI-readiness" and meaningful adoption of AI-driven capabilities, UKG has recognized the importance of demonstrating the technology's explainability and

compliance considerations, as well as hard outcomes. The vendor featured several customer stories throughout the day, showing the results achieved through the use of new capabilities, such as Rapid Hire, to full-suite experiences across products like UKG Ready.

Agentic AI has created stiff market competition, but the winners will ultimately not be defined by how many agents they deliver. Instead, vendors who must successfully navigate this era will be those who close the loop between promises and proof points, deploying agents in ways that are explainable, auditable, and visibly tied to outcomes that customers can verify. As buyers grow more sophisticated in their understanding of AI, the vendors left standing will be those who measured value early on, a move that is expected to strengthen UKG's market positioning as competition intensifies.

The vendors that most successfully navigate the agentic era will be those who can tangibly tie adoption to verifiable outcomes.