



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

HCM Technology

UKG

Report Abstract

August 2021

Pete A. Tiliakos

HR Technology & Services Research

Director

NelsonHall

19 pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's HCM technology profile on UKG is a comprehensive assessment of its offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HCM technology platforms and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the HR technology and services sector.

Key Findings & Highlights

UKG, dual-headquartered in Weston, Florida and Lowell, Massachusetts, is a provider of workforce management (WFM) and human capital management (HCM) technology and services.

UKG formed in 2020 through the merger of Ultimate Software and Kronos (both owned by private equity firm Hellman & Friedman), forming one of the largest global cloud technology providers with a combined ~70 years of experience and an enterprise value of \$22bn. The combined firm has offered payroll technology and services for >30 years, dating back to its forming in 1990.

In 1998, Ultimate Software began launching web-based solutions through UltiPro Web and offering subscription-based solutions over the internet in 2000. In 2002, it launched UltiPro, the first multi-tenant SaaS HCM solution.

UKG provides the following technology and managed services, which collectively support over 50k client organizations across 165 countries, including:

- WFM technology:
 - UKG Dimensions
- HCM Technology:
 - UKG Pro (>8k client adopters): HCM technology platform targeted to midsized firms with >500 employees
 - UKG Ready (>33k client adopters): HCM technology platform targeted to SMB firms with <500 employees
 - UKG HR Service Delivery (>5K client adopters): HRSD technology platform targeted to midsized and large enterprise firms
- Managed services:
 - HR Transformation consulting and change management
 - Benefits Administration Services, including ACA

- Partial and fully managed payroll services
- Tax Filing and Check Printing services
- UKG Employee Pay offering: payroll treasury and payment services.

UKG generally targets firms with >100 employees for adopting its HCM technology, including:

- UKG Pro (>8k client adopters): targeted to mid-sized firms with >500 employees
- UKG Ready (>33k client adopters): targeted to SMB firms with <500 employees.

Scope of the Report

The report provides a comprehensive and objective analysis of UKG HCM Technology offering, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location for key centers.

HCM Technology Vendor Assessments also Available for:

ADP

AscentHR

Ceridian

Cornerstone OnDemand

HiBob

Infor

isolved

Namely

Neeiamo

Paychex

Paycor

PeopleStrategy

Sage Group

SAP/SuccessFactors

Workday

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

Pete can be contacted at:

- Email: pete.tiliakos@nelson-hall.com
- Twitter: [@petet_NH](https://twitter.com/petet_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.