

REFERENCE FOR A UKG PRO IMPLEMENTATION AND ANALYSIS PERFORMED BY THE FASE GROUP FOR A NON-PROFIT

QUESTIONS ABOUT YOUR ORGANIZATION:

How long have you been working with The FASE Group?

We have worked with them on and off for about 5 years.

How many locations do you have?

30

How many employees have records in the system?

2500

How many users do you have and in what departments/disciplines?

Several hundred – Operations, HR, Finance, Payroll.

VENDOR/IMPLEMENTATION QUESTIONS:

What was your original purpose for implementing your project with The FASE Group?

Implement UltiPro (now UKG Pro). Implementation was successful. We are now using them for system improvements.

Did they provide adequate training prior to Go Live?

Yes to the degree we retained them.

How long did it take to fully implement your project and when did users feel comfortable with the system?

4-5 months.

What were the major challenges during implementation and how were they addressed?

Differences between the departments on how things should be implemented. The FASE Group gave us a lot of information on industry standards and work with all department to solve the issues.

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CURRENT SYSTEM USE:

Did The FASE Group adequately support the project implementation?

Yes.

How are problems/questions handled?

Directly with the implementation team.

How quickly are those issues resolved?

Usually within days...we had a very tight implementation schedule.

What features or functionality of the system do you find particularly helpful?

So many improvements that is hard to cover them all. We have much more functionality in HR, the payroll process is streamlined, time and attendance is much better, documentation and record keeping is much better....

Are there features that you find are problematic or could still use improvement?

As with all systems, you can always have improvements. We are currently working with the FASE Group to implement some improvements.

GENERAL QUESTIONS:

Did The FASE Group go over budget?

No...stayed on budget.

Did they keep the project schedule on track?

Yes, we achieved a very tight implementation window.

Were there any delays? If so, what was the reason and resolution?

We had some delays with self implementation of modules....outside of the scope we hired The FASE Group...we should have used them more.

Do you feel the project was worth the investment of time and money?

Absolutely.

Would you do it again? If so, would you choose The FASE Group again? What, if anything, would you have done differently?

Yes we would use them again. Mary and her group are very system savvy, and have a wide range of experience with different types of implementation. They were key to getting our implementation done.

