CHECKLIST

Is Your WFM Setup Stuck in Go-Live Mode?

Your UKG Workforce Management solution may be live, but is it really working for you?
Use this quick checklist to identify whether your system is evolving with your business — or stuck in go-live mode.

SYSTEM MAINTENANCE & UPDATES

- ☐ You haven't applied recent UKG release updates
- ☐ Change requests are taking weeks (or months) to get actioned
- ☐ Your internal team is overloaded with routine WFM admin tasks
- ☐ You rely on workarounds because config updates aren't happening.

REPORTING & VISIBILITY

- ☐ You're still using manual reports or spreadsheets for key metrics
- ☐ You lack visibility into compliance, scheduling, or labour cost drivers
- ☐ Report requests from leadership take too long to fulfil

SUPPORT & ESCALATION

- ☐ You're unsure who to contact for technical issues or escalations
- ☐ You're logging UKG cases yourself — and following up repeatedly
- ☐ You don't have a consistent process to track and resolve WFM issues

SYSTEM EVOLUTION & ROI

- ☐ You haven't adopted any new UKG functionality since go-live
- ☐ Your WFM system no longer matches current business processes
- ☐ You're not seeing a clear return on your WFM investment

TEAM EXPERIENCE

- ☐ Your HR, IT or Ops teams feel unsupported with system changes
- ☐ Training and knowledge transfer didn't continue post-launch
- ☐ There's growing frustration or disengagement with the system

If you checked 4 or more boxes...
Your system may be stuck in go-live mode — and it's costing you time, money, and team satisfaction. Managed Services from Simms & Associates helps you get back on track.
We keep your WFM system updated, aligned, and delivering real value — every day.

SIMMS & associates