



THE  
**WFM EXPERIENCE**

BY PROJECT GENETICS

[www.projectgenetics.com](http://www.projectgenetics.com)

## SOLUTION OPERATIONS SERVICES (SOS)

*We provide an extra level of support when you need it, how you need it. We have a passion for client success and delivering maximum value from the UKG solution.*



### SIMPLIFIED SUPPORT

SOS is an extension of your internal UKG support team, allowing you to pick and choose support services as the needs of your business evolve. Whether you need configuration, integration, training, reporting, or break fix support, our team of experienced consultants can help you maximize your UKG investment.

### END TO END APPLICATION MANAGEMENT

Workforce and human capital management is a vital component of controlling costs within your organization, while improving, recruiting and employee engagement. Your partnership with Project Genetics and The WFM Experience gives you highly skilled consultants to ensure you are driving industry best practices.

- ◆ **A Tailored Approach**  
Engagements designed to support your organizations values and needs.
- ◆ **Proactive Care**  
Review and evaluation of UKG product releases to measure the impact and value on your organization.
- ◆ **Integration Management**  
Integration support and assistance with any new or existing UKG interfaces.
- ◆ **Device Support**  
Support for any new and existing UKG devices including firmware updates to device settings and initializations.
- ◆ **Highly Experienced**  
We provide a team of UKG resources averaging 15+ years of industry experience across all modules. We are an extension of your help desk.

### KEY FEATURES

-  **Application Management**  
You depend on UKG to drive your business, so don't delay on addressing disruptive problems. Our dedicated team delivers on-demand support and proactive guidance to keep your solution performing at its highest level so your team can focus driving value to your customers
-  **On-call Support**  
When you collaborate with Project Genetics you gain access to a team of certified professionals offering capabilities beyond that of any other provider. Our services are available remotely and on-site to support your existing resources.
-  **Flexible Engagements**  
We understand the needs of your team may vary from month to month. SOS allows you to select the level of service that's right for your business, then we handle the rest.



*"We have been working with the Project Genetics consultants for over 8 years and the responsiveness, knowledge and customer service is the best in the industry, true experts"*

**-HR Systems Leader at  
Multi-national Manufacturer**

## **(S)OLUTION (O)PERATIONAL (S)ERVICES**

Project Genetics offers an optional post launch support service called SOS (Solution Operational Services). This service is a monthly subscription that provides a full-service catalogue of solution support and delivery services that can be leveraged "on-demand" via a simple service management process.



### MANAGE

Full responsibility & accountability for the management & administration of your application, including systems administration, user & access management, configuration management, & environmental management.



### ASSIST

Support & assistance across your WFM application, becoming your in-house help desk & support team, including application support, process assistance and training services.



### ENHANCE

Enhance your applications through ongoing automation, digitization & efficiency improvements, including reporting services, application configuration & integration.



### OPTIMIZE

Ensure you are gaining the maximum value & productivity from your applications, including process improvement, optimization reviews, and benefit realization.