



Compliance, Productivity, Experience

# SUPPORT AND MANAGED SERVICES



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

# Optimize Your UKG Technology with Smart WFM

Our dedicated Support & Managed Services (SMS) team provides comprehensive support for your UKG Pro WFM or UKG Ready technology. From technical assistance to project and advisory support, we ensure your system is always up to date, compliant, and optimized for your business needs.

## WHAT WE OFFER:

### Technical Support

- UKG Certified Partner
- SLA Coverage and Continuous Improvement

Our expert team understands your unique setup and provides technical support tailored to your needs. With quick response times, a dedicated Customer Success Manager, and a streamlined ticketing system, we handle all your technical issues efficiently.

### Quarterly Release Support

- Release Analysis and Impact Evaluation
- Testing and Implementation Assistance

Stay current with UKG updates. We evaluate new releases, assess their impact, and assist with testing and implementation to ensure smooth transitions and continuous improvement.

### Project Support

- Enterprise Agreement and Backlog Support
- Training and Documentation

Our SMS team helps manage enterprise agreement updates, project backlogs, and other UKG-related tasks. We can also provide user manuals, quick reference guides, and training to keep your team informed and confident.

### Advisory Support

- Strategic WFM & HR Advice
- Problem-Solving Expertise

Get strategic guidance from our UKG experts to navigate complex business challenges and achieve your workforce management goals. Our team includes Solution Architects, Integration Specialists, and more to support your strategic initiatives.

## WHY CHOOSE SMART WFM?



**Expert Support**  
Benefit from our extensive experience and UKG-certified expertise.



**Tailored Solutions**  
Customized support to fit your unique business needs.



**Maximize ROI**  
Ensure your technology investment delivers optimal results.

## GET STARTED TODAY

With our affordable and straightforward commercial model, [contact our Customer Success team](#) to learn how Smart WFM can support your business and enhance your UKG technology.

**Transform Your Workforce with Smart WFM.**

**SMART** **W** **F** **M**  
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