

The logo for GoTo, featuring the word "GoTo" in a bold, black, sans-serif font. A thick yellow horizontal bar is positioned below the "o" in "Go".The logo for UKG, featuring the letters "UKG" in a bold, teal, sans-serif font. The letter "U" has a small teal dot above it.

## Success Story:

# Ultimate Kronos Group

UKG was formed when Kronos, a workforce management solution, and Ultimate Software, a human capital management solution, merged to build a company unlike anything out there – a company that is squarely focused on people and readying organizations to empower their employees. UKG offers powerful human capital management and workforce management solutions to help manage and engage your entire workforce and employee journey. At over 12,000 employees, their love for all things HR and workforce management is matched only by their people-centered culture.



## Challenge

With a global footprint in over 147 different countries and a customer base ranging from SMB to Enterprise – from retail, to healthcare, to local and big government – UKG is servicing a customer in every sector. Millions of people use UKG products day in and day out. So, it is essential that UKG has the latest and greatest technology that they can rely on to create a great customer experience.

Before GoToAssist, UKG was using remote desktop to service customers, VPN (Virtual Private Network) and key fobs for basic security. However, they found that they needed to scale their security while supporting thousands of customers with a single solution. Their customers also needed to be able to trust the tools UKG was using to ensure their data security, privacy, and protection.



## Solution

UKG looked to GoToAssist, not only because they would have one single tool to manage for their many customers but also because GoTo is a third-party vendor that expertly manages all aspects of security, ensuring that all standards and protocols are being met. For UKG, GoToAssist creates an ease of doing business. “GoToAssist and GoTo products in general are trusted by our customers. These are products people know. These are tools that people are comfortable using and they are reliable. They know they work, and they work exceptionally well. Having that trust factor matters,” Steve Tisa, Senior Director of Digital, IT, explains. “Because UKG is a SaaS company, it is paramount that we deliver exceptional customer service. That is what keeps people coming back, gets them to renew, and makes them a customer for life. GoToAssist is a key part of that.”

“With an average of 400-600 sessions a day, with 50+ agents on the support desk all using GoToAssist, it has become so entrenched in what we do. It is part of the fundamental things that we do for business. It’s frictionless because we’re used to using it, and our customers are using it, which strengthens the reliability of the product.”

**Paul Ducharme**

Senior Director,  
Support & Operations, UKG



With GoToAssist, UKG can see what the customer is seeing, making it easy to solve problems and answer questions. “GoToAssist is great because we have eyes on what the customer is experiencing,” explains Paul Ducharme, Senior Director, Support & Operations. “Imagine troubleshooting someone’s email through a telephone call. On top of that, GoToAssist integrates with their other systems, like Salesforce and Service Now, to provide an easy, secure solution to building a stellar, virtual, deskside experience.

Additionally, GoToAssist allows UKG to remain GDPR (General Data Protection Regulation) compliant by allowing the support team to turn off the recording function during calls with customers. “Since we are a global company, we must be very protective of our customers’ data. The customer controls what they want us to be able to do,” said Ducharme.

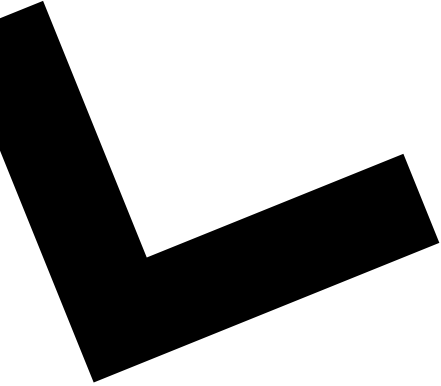
UKG is also using it for their own internal service desk, which has been invaluable with remote work. Gone are the days of “I’ll just bring it down to our IT guy,” especially this past year. GoToAssist allows UKG to stay connected to their teams that rely on access to services, reports, and all the things that UKG needs day in and day out to do their jobs.

Having a single, secure, centralized platform is critical to UKG’s business. As Ducharme put it, “with an average of 400-600 sessions a day, M-F, with 50+ agents on the support desk, all using GoToAssist day in and day out, it has become so entrenched in what we do that it’s second nature. It’s like email. It is part of the fundamental things that we do for business. It’s frictionless because we’re used to using it, and our customers are using it, which strengthens the reliability of the product.”

 **Results**

GoToAssist has been an immensely helpful tool for UKG during the pandemic. Having that hands-on level of connection with customers to ensure they have what they need to be successful has improved customer satisfaction. “We haven’t skipped a beat. We leverage the heck out of GoToAssist, with 400-600 sessions a day. It’s an expectation from customers,” said Ducharme. In fact, UKG has closed almost 4,000 cases since April of this year.



*“It’s a core part of our internal support experience and a core part of our customer IT support experience and professional services,” adds Tisa.*



Due to GoToAssist's ability to integrate with other systems, UKG can service their customers right out of Salesforce without having to switch between apps and tools. Tisa explains, "we have employees sitting in Salesforce, day in and day out, working their cases and when it's time to make a call, click, the call goes out, they screen share with the customer, and it's done. It keeps the agents focused and reduces the switching time between different apps. And it's all embedded in Salesforce, so we can go back and see what the customer graded for us as part of that case." By keeping employees within Salesforce, they are more efficient, leading to an increased case close rate, which is another element that has led to an improved customer experience.

And GoToAssist isn't just a product that UKG uses. For UKG, working with GoTo transcends the vendor/customer relationship; it's a true partnership. "GoTo has been fantastic. They have been there every step of the way with us – proactive, responsive, and constantly reaching out and making sure our needs are being met," Tisa explains. "GoTo has been a great partner. With access to different resources – whether it's project management, or getting insight into the product roadmap, having customer advisory boards – they enable us to have a voice."

So, what's next for UKG? Well, as Tisa puts it, they are "trying to change a tire on a moving vehicle." With the merger of Kronos and Ultimate Software comes a lot of internal system integrations, process alignment, and company reorganization. But through all of that, GoToAssist will remain a constant and allow UKG to continue to seamlessly service their customers as well as internal employees and teams.



Support your customers without skipping a beat. Learn how GoToAssist can help your business by visiting [goto.com](https://goto.com) or calling us at 1 800 514 1317.

[Learn More](#)