ISG Research

UKG

BUYERS GUIDE LEADER — OVERALL — Payroll Management — ISG Research

BUYERS GUIDE LEADER — PRODUCT EXPERIENCE — Payroll Management — ISG Research

BUYERS GUIDE LEADER — CUSTOMER EXPERIENCE — Payroll Management — ISG Research

Payroll Management Buyers Guide 2024

Analysis Summary

Our analysis classified UKG as Exemplary, receiving an overall grade of A- with an 86.0% performance. UKG's best grouped results came in Product Experience with an 86.4% performance and an A- grade, due in part to its A- in Usability. In Customer Experience, UKG received an A- grade with an 83.6% performance due to its 87.5% performance in Validation. UKG was designated an overall Leader as well as a Leader in Product Experience, Capability, Reliability, Usability, Customer Experience and Validation.

Strengths

UKG performed best in Product Experience with an A- grade, notably receiving an A- in Usability due to its facilitation of communication and collaboration. UKG received an A- grade in Customer Experience, with an A in Validation due to the effectiveness of the organizational structure to deliver quality CX.

Matthew Brown
Director of Research, Human Capital Management
"UKG stands out for its commitment to innovation and customer impact. Their forward-looking approach to payroll technology delivers not only operational efficiency, but also the flexibility and intelligence today's organizations need."

Payroll Management
UKG

Category	Performance		Grade
Overall	*Leader*	86.0%	**A-**
Product	*Leader*	86.4%	**A-**
Adaptability		83.8%	A-
Capability	*Leader*	87.0%	A-
Manageability		83.2%	A-
Reliability	*Leader*	86.2%	A-
Usability	*Leader*	87.1%	A-
Customer	*Leader*	83.6%	**A-**
TCO/ROI		79.7%	B++
Validation	*Leader*	87.5%	A

Source: ISG Research
Payroll Management Buyers Guide
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ISG Software Research and Advisory provides market research and coverage of the technology industry, informing enterprises, software and service providers, and investment firms. The ISG Buyers Guides provide insight on software categories and providers that can be used in the RFI/RFP process to assess, evaluate and select software providers.