

UKG Workforce Management

Empower your workforce with intelligent management solutions.

Est. 1977 | Lowell, MA | HRIS | www.ukg.com/products/workforce-management

BEST FOR

- + Large enterprises (1,000+ employees) with frontline and shift-based workforces in healthcare, manufacturing, retail, hospitality, and public sector.
- + Multi-location operations that need centralized scheduling, compliance, and labor analytics across regions and jurisdictions.
- + Organizations with complex scheduling requirements including union rules, certifications, fair workweek laws, and 24/7 operations.
- + UKG Pro HCM customers who want native integration between workforce management, payroll, and human capital management.

NOT IDEAL FOR

- ! Small businesses under 100 employees. UKG WFM is enterprise software with enterprise pricing and implementation timelines. Deputy and When I Work serve smaller teams at published prices starting under \$5/user/mo.
- ! Companies that only need basic shift scheduling without demand forecasting or compliance automation. Simpler tools like Homebase (free tier) or When I Work cover basic scheduling at a fraction of the cost.
- ! Organizations that want transparent, self-service pricing. UKG requires a sales engagement and custom quote, which adds weeks to the evaluation process.
- ! Teams outside frontline industries. UKG WFM is optimized for shift-based, hourly workforces. Knowledge-worker organizations with salaried employees and flexible hours have less use for its scheduling and time-tracking depth.

Key Features

Agentic AI Workforce Planning

UKG WFM uses agentic AI to model demand scenarios, forecast labor costs, and allocate staff across locations. Managers can simulate seasonal peaks, new store openings, or headcount changes and receive recommended action plans. Named a Leader in the 2025 Gartner Magic Quadrant for Workforce Management and the Nucleus Research WFM Technology Value Matrix.

AI-Powered Scheduling Engine

Builds schedules by matching employee skills, certifications, availability, and preferences against business requirements. Handles complex union rules, labor law constraints, and 24/7 operations. Adjusts in real time to cover gaps, avoid overtime, and maintain compliance. Supports advanced scheduling for industries like healthcare, manufacturing, and public safety.

Time and Attendance Tracking

Captures hours across physical time clocks, mobile devices, and web browsers. Automated rules flag missed punches, overtime thresholds, and compliance violations before they reach payroll. Data flows directly into UKG's payroll engine, reducing manual reconciliation.

Mobile Self-Service for Frontline Workers

Employees check schedules, request time off, swap shifts, and view earnings from their phones. Managers receive real-time alerts for coverage gaps and overtime risks. The mobile experience is purpose-built for frontline-heavy industries where workers do not sit at desks.

Intraday Management Control Center

A real-time dashboard that continuously aligns staffing levels, compliance status, and labor costs throughout the day. AI-driven guidance helps operations managers make confident intraday decisions when conditions change, such as unexpected absences or demand spikes.

Proactive Compliance Automation

Automated alerts and rule engines track changing federal, state, and local labor laws across jurisdictions. The system flags scheduling violations, break requirements, and overtime rules before they become penalties. Covers predictive scheduling laws, fair workweek regulations, and industry-specific mandates (OSHA, Joint Commission, FLSA).

Pricing & Plan Guidance

PLAN	PRICE (ANNUAL)	KEY INCLUDES
Custom Pricing	Quote-based	Strategic workforce planning with agentic AI AI-powered scheduling and optimization Time and attendance tracking Labor cost forecasting and analytics Mobile self-service for employees and managers Intraday management and real-time dashboards Compliance automation across jurisdictions High-volume hiring module Real-time communication and collaboration tools Integration with UKG Pro HCM and payroll

PLAN GUIDANCE

UKG does not publish pricing for Workforce Management. Contracts are typically enterprise-scale, priced per employee per month, and bundled with implementation services. UKG targets mid-market to large enterprise (500+ employees), particularly organizations with frontline and shift-based workforces. If you operate in healthcare, manufacturing, retail, or hospitality with complex scheduling and compliance needs, UKG WFM is built for your industry. Smaller organizations or those needing only basic scheduling should compare against Deputy (from \$4.50/user/mo) or When I Work (from \$2.50/user/mo). If you need WFM tightly integrated with full HCM and payroll, UKG Pro bundles all three.

Compliance Transparency Index™

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Score: 70 / 100

Security 40/40 | Pricing 0/25 | Data Rights 15/20 | Legitimacy 15/15

Methodology: staffgrid.net/about

COMPLIANCE SNAPSHOT

✔ SOC 2 Yes	✔ GDPR Yes	✔ SSO Yes	✔ Data Retention Yes
✗ Public Pricing No	✗ Free Trial No	✔ Data Export Yes	✔ Data Deletion Yes

KEY FACTS

Starting Price	Quote-based	Output Ownership	User
AI Training Opt-Out	N/A	Legal Entity	UKG Inc.

HOW IT WORKS

You begin with a scoping engagement where UKG maps your workforce structure, scheduling rules, compliance requirements, and integration points. Implementation includes configuring labor demand models, scheduling templates, and compliance rule engines for your jurisdictions. UKG provides managed services support for organizations that want ongoing optimization. Once live, managers use the scheduling engine to build shifts based on employee skills, certifications, and preferences. The agentic AI layer simulates demand scenarios and recommends optimal staffing levels. Employees interact through the mobile app to view schedules, request time off, swap shifts, and check earnings. Time and attendance data flows automatically into payroll. The intraday management dashboard provides real-time visibility into staffing, compliance, and labor costs. Proactive alerts flag issues like overtime risk, uncovered shifts, or compliance violations before they escalate. Analytics dashboards roll up data across locations, regions, and business units. UKG integrates with major ERP, HRIS, and payroll systems, and for UKG Pro customers, the WFM data flows natively into HCM and payroll without third-party connectors.

ALTERNATIVE CONSIDERATIONS

- 01 Deputy: Covers the small-business and budget gap. Deputy publishes pricing starting at \$4.50/user/mo for scheduling, time tracking, and compliance. Includes a free Starter plan for single-location teams. Good fit for restaurants, retail, and healthcare teams under 250 employees. Tradeoff: no demand forecasting, no agentic AI planning, and limited multi-location analytics compared to UKG.
- 02 Dayforce: Covers the single-platform HCM+WFM gap for mid-market. Dayforce (by Ceridian) combines workforce management, payroll, benefits, and talent in one continuous calculation engine with real-time gross-to-net pay. Pricing is quote-based but positions itself as more accessible than UKG for mid-market (500-5,000 employees). Tradeoff: narrower industry specialization than UKG, which has deeper templates for healthcare, manufacturing, and public sector.

- 03 When I Work: Covers the basic scheduling and price transparency gap. When I Work publishes pricing from \$2.50/user/mo for employee scheduling with shift swapping, availability management, and a mobile app. 14-day free trial available. Designed for small to mid-size teams that need simple shift coverage. Tradeoff: no labor demand forecasting, no compliance automation, no payroll integration, and no enterprise analytics.

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Full review: staffgrid.net/review/ukg-workforce-management