![Align Human Capital Management logo]

www.alignHCM.com

Total project quality

Driving client success and satisfaction

Sensitivity: Align internal and UKG only

To drive client success and satisfaction, Align takes a comprehensive approach to total project quality

1. Hire better

Align knows the profile for a great consultant and uses candidate assessment technology to help us hire the best people

2. Train better

We put all of our new hires through a comprehensive onboarding and training program with Align Academy

3. Prepare better

Project success can be compromised before it begins if the client is not prepared. We have a rigorous client readiness program to get things started properly

4. Monitor better

Align uses a 3-pronged approach to monitoring project health and client satisfaction

5. Maintain better

Our SmartCare offering provides clients with the right expertise at the right time to get the most out of their UKG investment

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Hire better: Align uses a tool called High Match to help us identify the best fit candidates

Good candidate

⇐

Proceeds to interview stage

Poor candidate

⇒

Does not proceed
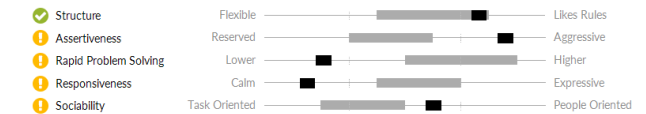
- Candidate assessment is tailored by High Match organizational psychologist to mirror our best consultants

- We are rejecting more than 66% of qualified candidates

- Those that have been hired are showing excellent early results

Train better: no firm invests as much in employee development as Align – it is our #1 competitive advantage

Align Academy Online	Align Academy Ignite	Align Academy Accelerate	Align Academy Thrive	Alignapalooza
Content available 24x7	12-week bootcamp and certification for new hires	Advanced skills training workshop	Coaching & mentoring program	Annual all-employee retreat for team building

- Align has 4 dedicated, highly-experienced UKG experts serving as Align Academy coaches

- Beyond the UKG platform, students are taught consulting skills, industry context, best practices, and more

- Align invests in office space and travel to conduct in-person training sessions

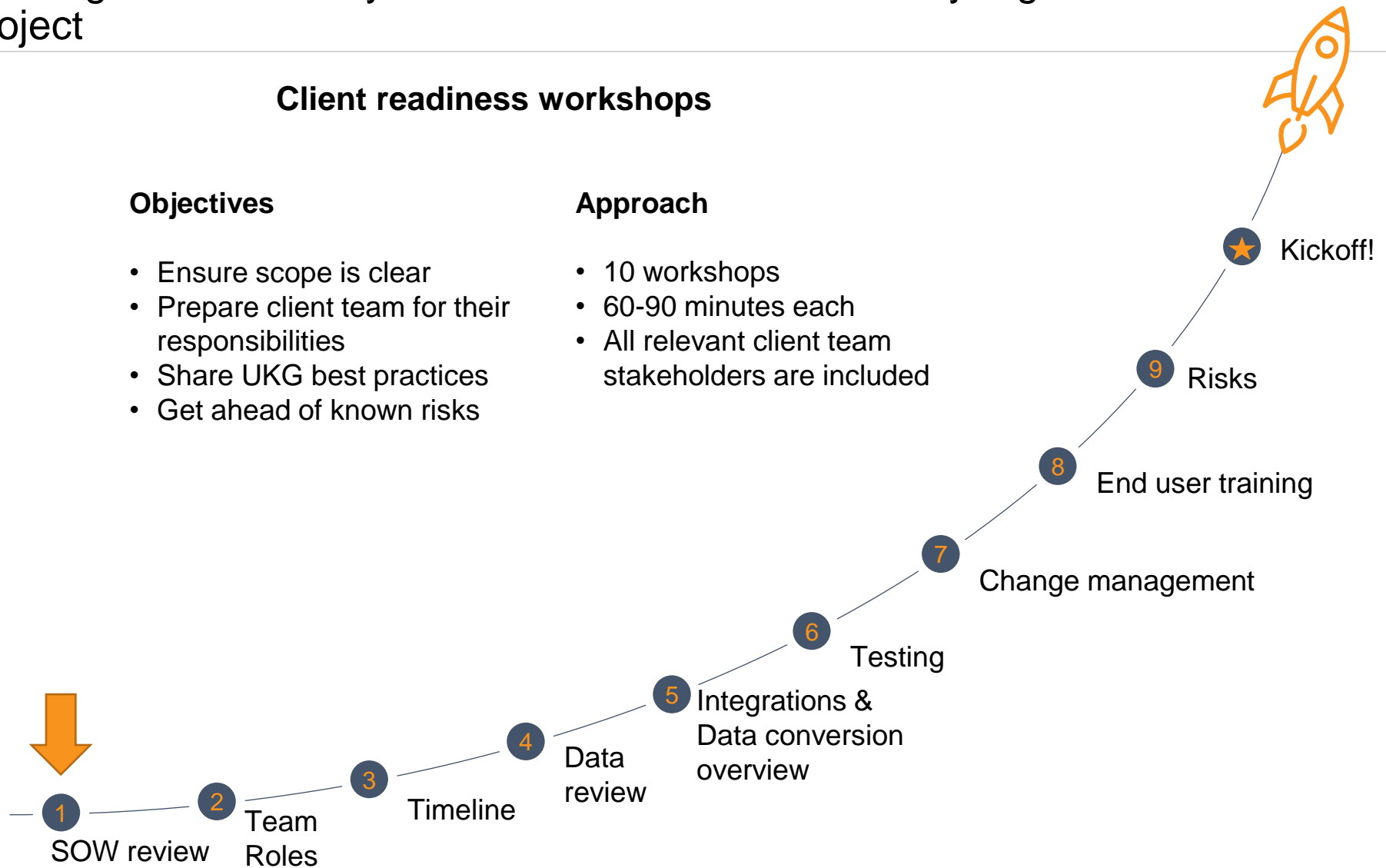# Prepare better: Align works closely with new clients to methodically organize for a successful project

Client readiness workshops

Objectives

- Ensure scope is clear
- Prepare client team for their responsibilities
- Share UKG best practices
- Get ahead of known risks

Approach

- 10 workshops
- 60-90 minutes each
- All relevant client team stakeholders are included

Kickoff!

9 Risks

8 End user training

7 Change management

6 Testing

5 Integrations & Data conversion overview

4 Data review

3 Timeline

2 Team Roles

1 SOW review

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Monitor better: project health monitoring begins with a top-down view of our project portfolio using Mavenlink so that leaders can quickly spot issues


🔒 Projects: Portfolio

Date range	Project: Archived:	Currency:	Project: Current Status Color:	Project: Cur...tus Message:	Project: Primary Group:	Project: Provi	Project: Name:	User: Classification:
All time ⌄	false ⌄	All ⌄	All ⌄	All ⌄	All ⌄	All ⌄	All ⌄	All ⌄

Project Portfolio

Project Name ▲	Project ID	Project Due	Provider Lead	Status Message	Billing Mode	Overall	Schedule	Scope	Client	Budget
ACBL - Dimensions Add On	42721371	01/01/2024	Neno Canji	In Setup	Time and Material	●	●	●	●	●
Align HCM [INTERNAL]	41897425	12/31/2049	Mike Emsley	Active	Time and Material	●	●	●	●	●
Alsco - UTA Report/Export	42339683	10/14/2022	Snehal Patel	Delivered	Time and Material	●	●	●	●	●
Ampac Fine Chemicals (MDP)	42669396	07/01/2023	Rich Hennessey	At Risk	Fixed Fee	🟡	🟡	🟡	🟡	🟡
Applied Systems - Dimensions Add On	42669499	07/01/2023	Neno Canji	Not Started	Time and Material	●	●	●	●	●
Arrow - Post Live Support Services	41989628	12/31/2022	Rich Hennessey	Active	Time and Material	🟢	●	●	●	●
AWP - Pro Acquisition Add & Dimensions Launch	42307756	02/28/2023	Snehal Patel	Active	Fixed Fee	🟢	🟢	🟢	🟢	🟢
AWP - Rollout Support	42662311	12/30/2022	Snehal Patel	Delivered	Fixed Fee	●	●	●	●	●
AWP Stateside Hourly Dimensions Implementation S...	42829455	03/26/2023	Neno Canji	Not Started	Time and Material	●	●	●	●	●
Bachman Onboarding Launch	42839942	04/21/2023	Lisa Pino (Q)	Active	Fixed Fee	●	●	●	●	●
BEUMER Group - Historical Data Load w/Payment	42585068	12/30/2022	Moe El-Abdallah	Delivered	Fixed Fee	●	●	●	●	●
Bodycote - Canada SC	42100939	02/03/2023	Steve Krochmal	Delivered	Fixed Fee	🟢	🟢	🟢	🟢	🟢
Cortica (MDP)	42754465	10/27/2023	Steve Krochmal	Active	Fixed Fee	🟢	🟡	🟢	🟢	🟡
Cultivate - UKG PRO WFM Launch +Talent HRSD Lear...	42593316	05/29/2023	Rich Hennessey	At Risk	Fixed Fee	🟡	🟡	🟢	🟡	🟡
Deckers Outdoor Corp - CanSC Support	42642539	07/10/2023	Steve Krochmal	Active	Fixed Fee	🟢	🟢	🟢	🟢	🟢
Driscolls - US Trim Shed Piece Rate Rule and Payroll E...	41897746	04/30/2022	Mark Smiley	Active	Fixed Fee	●	●	●	●	●
Driscolls - UTA Updates to exclude terminated emplo...	41897750	04/30/2022	Mark Smiley	Active	Fixed Fee	●	●	●	●	●
Eagle Materials - Post Live Support	42304745	05/12/2023	Moe El-Abdallah	Active	Time and Material	🟢	🟢	🟢	🟢	🟢

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Monitor better: practice leads meet with their project managers weekly to go over project-specific health and KPIs, using Mavenlink
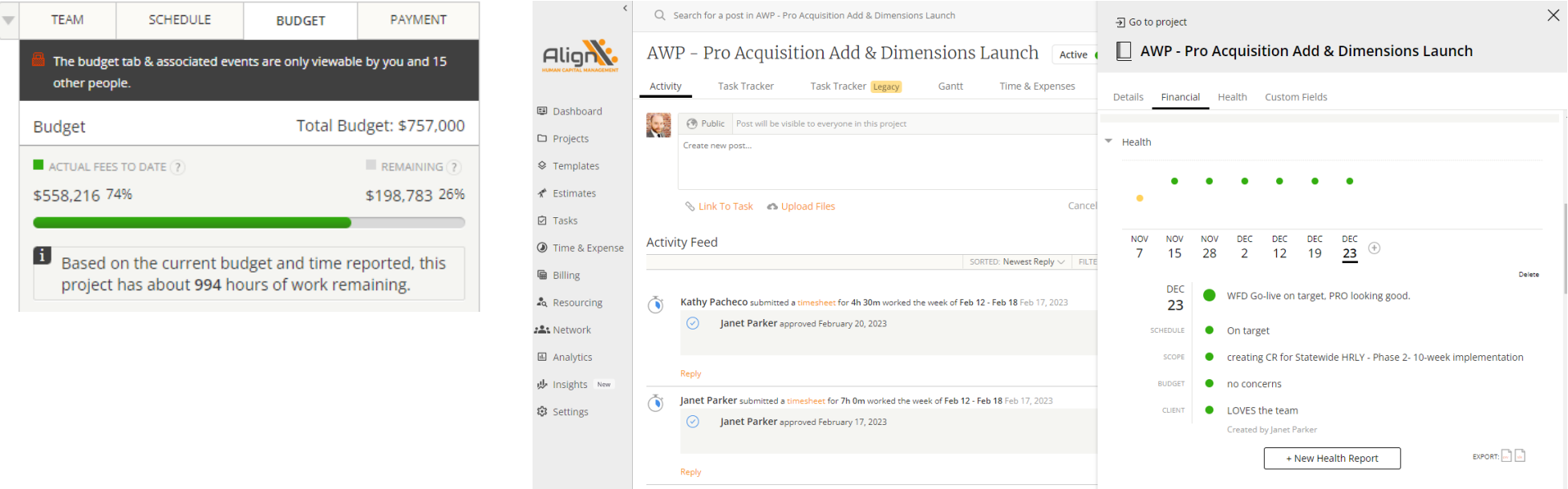
Monitor better: new in 2023, Align has invested in AskNicely to send net promoter surveys to get more feedback and drive more Raven Intel reviews

If score is 9-10:
Promoters are automatically sent a request to complete a Raven Intel survey 48 hours later

If score is 0-6:
Detractors are immediately prompted to set up time for a discussion

Monitor better: Align uses the industry standard satisfaction partner, Raven Intel, and is recognized as one of the top UKG partners

Guide to Top
UKG
Implementation Partners

November 2022

Prepared by Raven Intelligence

Top UKG Partners to Consider

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Read More Reviews

★★★★★
30 Reviews
4.9 / 5

Align Compared to Industry Averages

Responsiveness	Quality of Consultants	Implementation Process	Flexibility	Systems Expertise
4.9 / 3.9	4.9 / 3.8	4.8 / 3.8	5.0 / 3.9	4.9 / 3.9

● Align   ● Industry Average

9.7 / 10
Average Partner Satisfaction Score

9.5 / 10
Average Project Satisfaction Score
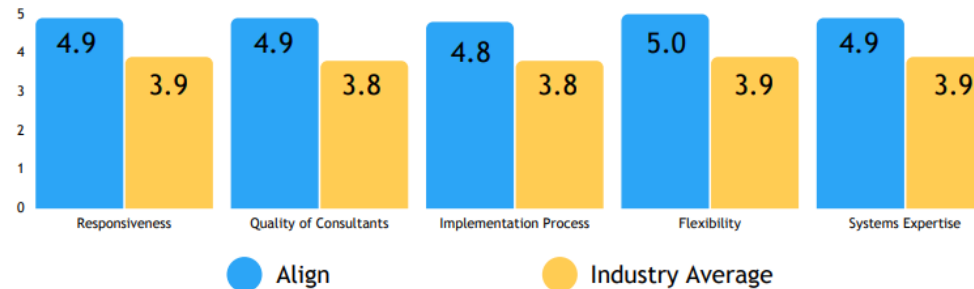
Customer Quote

"Align HCM's level of professionalism and customer service were the best I have ever worked with. We were very pleased with the results, and will be happy to engage them in our future UKG projects."

- Customer, Construction Industry, North America

Customer Quote

"The competency and responsiveness were most important. We could not have done this on our own. The Align HCM team is as good as it gets!"

- Customer, Wholesale Industry, North America

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Maintain better: SmartCare is a service Align's clients retain to stay on the path for long-term success with UKG

Initialization

- Process documentation
- Benchmarking
- 1–3-year plan

Weekly

- Office hours
- Process documentation updates

Monthly

- Key events calendar review
- KPI review
- UKG support tickets review
- Service requests review
- Adoption review

Quarterly

- Business review
- User survey
- Quarterly tax variance report
- Role/security review
- Quarter-end preparation

Annually

- Year-end preparation
- Open enrollment preparation

Anytime

- Contact your account manager
- Submit a request
- Teams chat