



# UKG Dimensions: A Modern Cloud Platform

Intelligently powering the next generation  
of workforce management



# Workforce management in a modern cloud

Automation of critical workforce processes, such as timekeeping, scheduling, and leave management, is still at the core of the most effective workforce management solutions. But to be future ready, the next generation of workforce management solutions needs to leverage the latest smart technologies.

The UKG Dimensions™ (formerly Workforce Dimensions™) suite reimagines what's possible in modern workforce management and human capital management (HCM) technology. This exciting solution from UKG (Ultimate Kronos Group) provides a breakthrough employee experience and unprecedented levels of operational insight to help you work smarter — anytime, anywhere — in the modern cloud. Every dimension of the platform — including the underlying architecture, user experience, functionality, integration, data access, delivery, and support — is designed to help you optimize your valuable people resources.

As the foundation of our future-ready solution, the UKG D5™ Platform delivers many industry firsts, including:

- **A robust application programming interface (API) and integration framework** that provides extensibility and simplifies integration with other systems with time-saving, prebuilt connectors for people, payroll, accruals, and more
- **Artificial intelligence** that drives smart, predictive solutions, including powerful k-means clustering algorithms to identify compliance risks in real time and market-leading machine learning applications that dramatically improve forecast accuracy
- **Blazing-fast in-memory cloud computing** that offers immediate insight into critical cost, compliance, and productivity metrics by delivering real-time computations at massive scale
- **An evolved domain model** based on decades of workforce management experience, providing flexibility and consistency across the suite to help you solve even the most complex business problems from anywhere in the application
- **A unified information architecture** that gives you complete data access for on-demand reporting and analysis — with no need for special technical expertise

In addition, the UKG D5 Platform powers UKG Dimensions in the Google public cloud, which allows us to leverage Google's substantial investments in infrastructure, networking, and security.



## UKG Dimensions specifications

Solution definition	
<b>Tenants provided</b>	One standard production tenant One partial copy nonproduction tenant, limited to 18 months of production data
<b>Additional tenants</b>	Additional partial copy tenants are available at an additional cost per each
<b>Customer tenancy</b>	Multitenant.
Connectivity	
<b>Connectivity to service</b>	User access to the UKG Dimensions service is via secure Transport Layer Security (TLS) internet connection using any supported device and browser. The customer is responsible for procuring reliable internet connectivity to the services.  UKG Dimensions internet traffic should not be filtered by proxy or caching devices on the customer network. UKG Dimensions supports a vanity URL, utilizing a single domain.
<b>MPLS/Site-to-Cloud (optional)</b>	Customers choosing to utilize MPLS for connectivity to UKG Dimensions applications and services must use Google Cloud Interconnect and pay the service provider directly for any such connections.
<b>Terminal (clock) communications</b>	Device Initiated communication mode is required for all compatible terminals that support this mode of communication.  Server Initiated communication mode is supported only for compatible terminals that do not support Device Initiated mode. Server Initiated communication requires connectivity via a virtual private network (VPN).
Usage	
<b>SFTP services</b>	The UKG Dimensions SFTP service provides a generic endpoint for customers to import and export files — including people imports, payroll, accruals, schedules, punches, drivers, and more — between external data sources and your UKG Dimensions solutions.  The service includes two SFTP managed service accounts that customers may use to automate their integrations with UKG Dimensions. Additional SFTP accounts are available for an additional fee. All SFTP managed service account logins use public key authentication to secure files in transit. User accounts for individual (named) customer login are not supported by the SFTP service.
<b>Secure File Transfer limits</b>	UKG Dimensions integrations using the UKG Dimensions SFTP service are subject to the following limits:  Maximum of 20 active concurrent sessions per SFTP account Maximum of 10 GB of storage per SFTP account File size transferred per SFTP session may not exceed 100 MB
<b>Key performance indicators (KPIs)</b>	KPIs may be used to monitor and control business targets and thresholds. Many KPIs are delivered to the customer to track common workforce metrics, such as overtime and labor costs. Customers have the option of building additional organization-specific KPIs using the KPI Builder; however, the number of active KPIs that may be used with UKG Dimensions applications is limited to 200 per customer. Additional KPIs can be purchased, if needed.



## UKG Dimensions specifications continued

Policies	
Service level agreement	99.75% application availability
Application updates	Application updates will be applied automatically. See <b>Application Updates</b> section of this document for additional information.
Maintenance window	Four hours once a week, according to a defined standard schedule. See <b>Application Updates</b> section of this document for additional information.
Security compliance	AICPA SSAE 18 SOC 1 and SOC 2 Type II, ISO 27001, ISO 27017 (pending), ISO 27018 See <b>Security Policies and Processes</b> section for additional information.
Disaster recovery	Recovery Time Objective (RTO): 24 hours Recovery Point Objective (RPO): 4 hours
Encryption	Data encryption in transit and at rest is included.
Third parties	Customers may contract with third-party implementation providers to configure and/or implement their UKG Dimensions applications. In such cases, the customer will be responsible for creating user accounts, maintaining permissions, and disabling user accounts for all third-party resources that require access to their UKG Dimensions solutions. Note that service and support accounts are available to authorized UKG™ resources only.

## Application updates

A weekly, four-hour maintenance period has been established by UKG to allow for maintenance and application updates to be performed within the UKG Dimensions service to sustain the performance, reliability, and stability of the UKG Dimensions platform and applications. The UKG approach to maintenance is designed to minimize downtime whenever possible by leveraging a combination of blue-green deployment and rolling upgrade strategies.

There are two types of application updates:

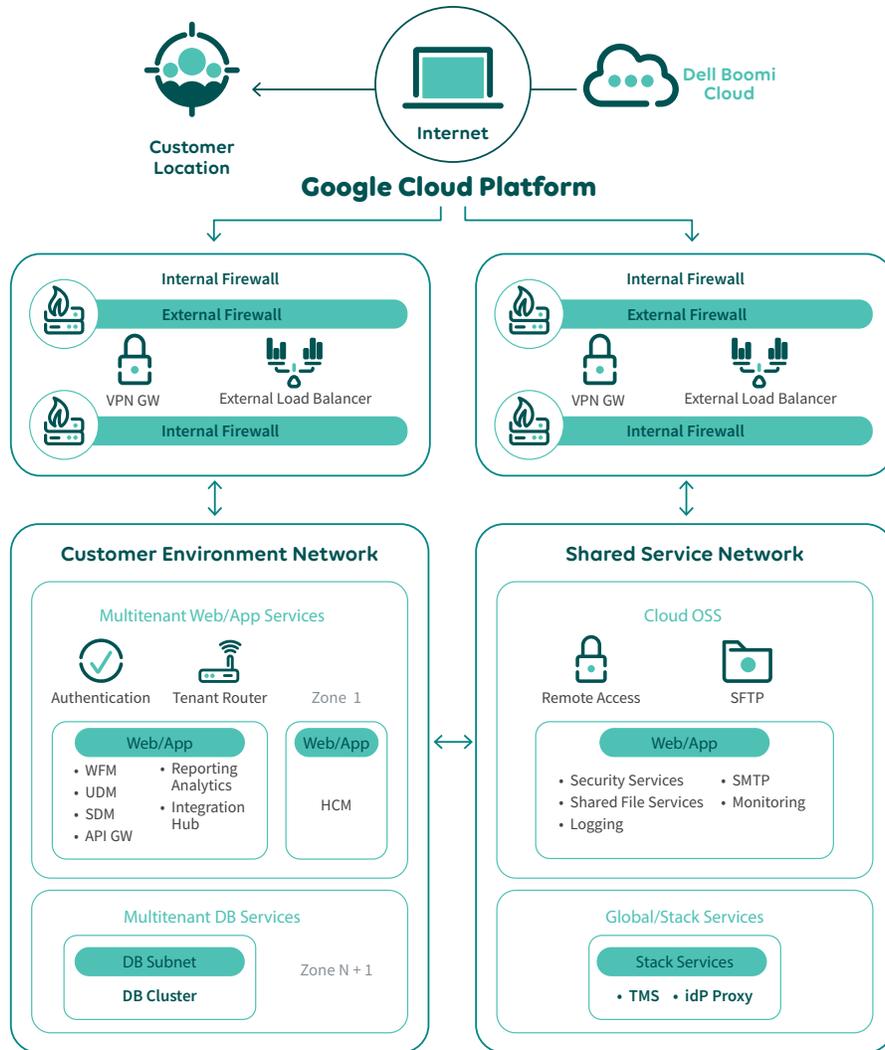
- **Minor weekly updates:** May include stability, performance, and/or critical bug fixes
- **Major quarterly updates:** May include new features/functions and/or user experience (UX)

All application updates flow to the customer stack after internal testing.



# Data center overview

## Architecture/system design



UKG Dimensions leverages the Google Cloud platform to provide a strong infrastructure as a service (IaaS) platform. Hosting UKG Dimensions in the Google Cloud provides a number of significant advantages, including:

- Elasticity to support peak processing demands
- Access to the Google Fiber network (where available)
- An industry-leading data center infrastructure optimized and managed by Google
- Geographic agility
- Capacity on demand
- Faster time to provision
- Infrastructure security compliance (ISO 27001, ISO 27017, ISO 27018, AICPA SSAE 18 SOC 2 Type II, and FedRAMP high authority to operate for Google Cloud platform)

## Cloud data flow

Traffic type	Method of flow
Terminal traffic	All terminal traffic is via HTTPS (TLS)
End-user web traffic	All traffic is via secure HTTPS (TLS) over the internet
File transfers	Inbound and outbound file transfers to and from the customer's environment are initiated by the customer and transmitted securely via SFTP
API traffic	All API transactions are via HTTPS (TLS)

## Security programs and processes

At UKG, data security is a top priority. Our Chief Information Security Officer is the designated management representative responsible for implementing policies and procedures to protect and safeguard our customers' data. As part of our corporate commitment to security, all UKG employees are required to complete security and privacy awareness training within 60 days of hire and annually thereafter.

UKG Dimensions is subject to AICPA SSAE 18 SOC 1 and SOC 2 audits on an annual basis for security, availability, confidentiality, privacy, and processing integrity criteria. Such audits must be carried out by an independent, tier 1, certified third-party auditing firm, and the resulting reports are provided to the customer upon request. UKG Dimensions has achieved ISO 27001, ISO 27017 (pending), and ISO 27018 certifications.

Customers have the ability to configure application security and logical access per their organization-specific business policies and processes.

## Integration

At UKG, we understand that your UKG Dimensions solution needs to integrate seamlessly with critical business systems and data across your enterprise. To that end, we built the UKG D5 Platform to expedite and simplify integration.

**Best-in-breed integration technology:** UKG Dimensions leverages Dell Boomi, a modern, scalable integration platform as a service (iPaaS) that supports all your application integration processes between cloud platforms, software as a service (SaaS) applications, and on-premise systems. Dell Boomi supports common transport methods and a wide variety of enterprise integration scenarios while providing universal translation capabilities for nonstandard data formats.

**Flexible integration options:** While traditional SFTP and batch-based integrations are available, the Dell Boomi platform supports API-enabled integration processes to facilitate real-time data access as well as hybrid integration approaches.

**An integrated experience:** The Dell Boomi platform is fully integrated with the UKG user experience, enabling authorized users within customer organizations to schedule and execute integration processes within the familiar UKG Dimensions interface.

## Single sign-on support

Single sign-on (SSO) allows users to utilize a single set of login credentials to seamlessly access multiple authorized application resources on the basis of a user authentication process that is performed when they initially access the UKG Dimensions cloud network. SSO authenticates the user for all the UKG Dimensions applications to which he or she has been given access rights and eliminates the need to reenter his or her credentials when switching between applications during the same session. SSO not only improves network security, but it also increases the productivity of network users and reduces the cost of network operations.

The UKG Dimensions authentication service provides a highly available federated SSO service for user login to resources in the UKG Dimensions cloud network from the customer organization's desktops, work-from-home devices, and mobile devices. For customers that have not migrated to SSO, the UKG Dimensions authentication service also supports basic authentication for login to the solution's cloud network.

Other SSO considerations include:

- Users have a single entry point into the UKG Dimensions cloud network from which access to protected web pages can be controlled.
- SSO customers can use their existing identity provider (IdP) to manage their user accounts and credentials, including use of multi-factor authentication (if enabled in their IdP system).

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***UKG Dimensions supports the industry-standard SAML 2.0 protocol for SSO integration. As a result, SSO can be achieved via readily available methods supported by a wide variety of IdP technologies.***

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## Currently supported technology

UKG Dimensions is built for mobile first — using mobile-responsive design — meaning it is optimized for the device that is accessing it. It is device-agnostic, elegantly transitioning from desktop to tablet to phone while delivering all features across all screen formats. Being device-agnostic lets our users learn UKG Dimensions once and use it anywhere. This mobile-first approach provides real flexibility for users — allowing them to manage in the moment, whenever and wherever.

Desktop requirements				
Browser			Operating system	
Vendor	Product	Version	Vendor	Product
Microsoft	Edge		Microsoft	Windows 10
Microsoft	Internet Explorer	11	Microsoft	Windows 10 Windows 8 and 8.1 – 64-bit Windows 7 – 32-bit and 64-bit
Google	Chrome	41+	All operating systems that Chrome supports*	
Mozilla	Firefox	35+	All operating systems that Firefox supports*	
Apple	Safari	10+	Apple	OSX 10+

\*Tier 2 support except for Windows-supported OS

CPU	2 Core Intel i5u 1.9GHz or equivalent
RAM	4GB or equivalent
Cache	256KB/L2 recommended
Display	1,024 x 768 with 256 color recommended; minimum graphics memory: 128 MB
Hard disk space	Minimum free disk space: 100 MB
Network protocol	HTTPS
Network bandwidth	LAN connection: Gigabit network recommended WAN connection: Fractional T1 or (T1+ recommended)

Smartphone and tablet browser requirements				
Browser			Device	
Vendor	Product	Operating system	Vendor	Product
Google	Chrome	Android 5+	Samsung	Galaxy
			Google	Nexus
			Other	
Apple	Safari	iOS 10+	Apple	iPhone 6+, iPad Air+

Device type	Part number	Firmware
4500 Timeclock	8602000-0xx	Not supported
4500 Timeclock	8602004-xxx	02.03.16
4500 Timeclock	8602800-0xx through -4xx	02.03.16
4500 Timeclock	8602800-5xx through -9xx	03.00.18 and greater
UKG InTouch™	All	1.1.1 and greater

## Service level agreement policies and management

The purpose of the service level agreement (SLA), a service guarantee between UKG and the customer, is to set clear expectations for service uptime and availability of UKG Dimensions delivered by UKG and to establish financial penalties if UKG fails to meet those availability promises. The standard SLA stipulates 99.75% availability of the customer's UKG Dimensions solution and specifies credits paid to the customer if these terms are not met per the SLA.

Each UKG Dimensions customer receives availability metrics to maintain transparency and ensure adherence to the SLA.

## About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on *Fortune's 100 Best Companies to Work For* list. To learn more, visit [ukg.com](http://ukg.com).



**Our purpose is people**

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