Integrating UKG Pro with Workday HCM

Organizations leveraging Workday HCM and UKG Pro need a reliable, secure, and customizable method to keep both systems in sync, or integrated.

Without a reliable integration, HR and Payroll teams must perform onerous manual tasks on a recurring basis, incurring an ongoing labor cost, opportunity cost, and risk.

Workday Human Capital Management (HCM)

Typical Architecture

Organizations use a delivered, black-box “change detection” service provided by Workday in order to generate a data file for payroll integration. Workday may also charge an annual fee for these files. Regardless of type, neither of these “solutions” are integrations, but rather only an introspectively-generated change file (we’ll call this W-XML).

There are two types of change detection in use:

1) **PICOF**: older method but still in production environments for many customers. PICOF shows top-of-stack transactions only, frequently duplicates data between runs (overlap), and does not effectively manage rescinds or cancelations.

2) **PECI**: newer method that provides a “full” transaction history for each run, prevents duplication of events between runs, includes flags for rescinds and cancelations.

So, What’s the Problem?

There are many issues with using PICOF and PECI, but here are some common complaints:

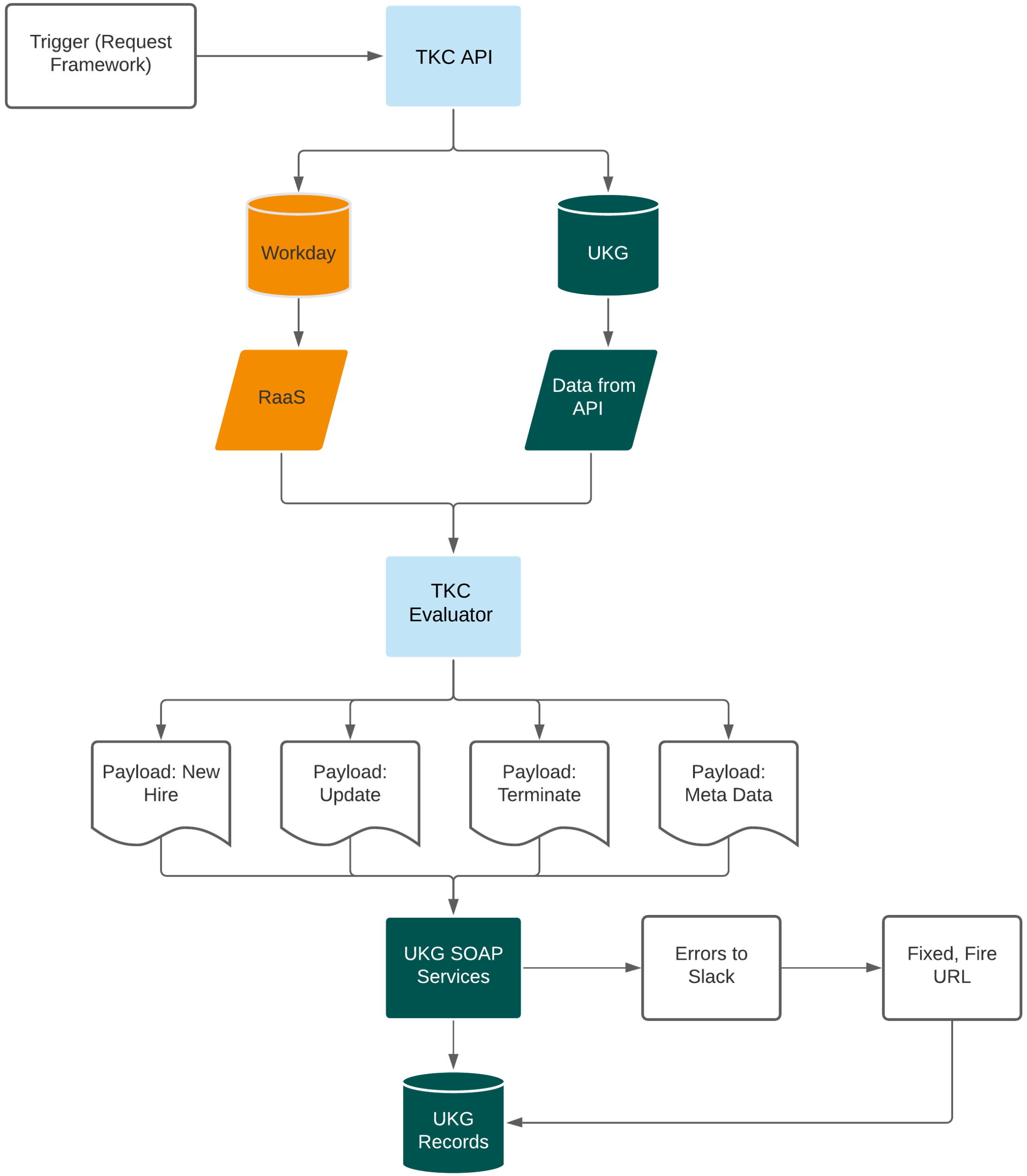
1. These are change files only, NOT integrations. The actual integration would need to be built separately, using the W-XML as a base**. Where should the integration be built? Who will build it? Who will maintain it?**
2. The W-XML generation process is completely hidden. Workday doesn’t expose any of the logics going on behind the scenes and doesn’t allow any customization. **How do you handle unique logics for contingent workers, or rescinds?**
3. Failed **run recovery can be very complicated**. You can’t just run the latest change file and continue; you need to run every single failed iteration and then perform a sequence of integration runs for each W-XML. There also isn’t a great way to correct a single record and generate a new change file.
4. It’s not as easy as pushing data from one point to another. The **full solution requires orchestration of 25+ web services**, with evaluations and data transformations for each step to function properly.
5. Can be very expensive **(billed every year)** just for PECI/PICOF. Developing, deploying, and maintaining the actual integration only adds to the expense.

Turn-Key Connector (TKC)

- Built in partnership with the UKG Alliances team, the TKC is designed to close typical integration gaps by pairing unmatched reliability and performance with infinite customization.

- We take a fundamentally different approach to the entire problem and ignore PECI and PICOF completely. Instead, we use a combination of RaaS and APIs to create a fully customizable, clean, and accurate integration.

- After generating our own fully configurable change detection file from Workday, we then perform a comprehensive check between Workday and UKG Pro and route hires, terminations, updates, and rescinds according to your specific requirements.



Key Benefits of the TKC

- The entire solution is hosted in our cloud-based Integration Platform as a Service (iPaaS) solution in AWS, allowing us to execute the entire process in memory. That means your data is never at rest, but instead **streams from Workday to UKG (like watching a movie on Netflix).**
- You **decide what data to push** and **how it should be treated** in different scenarios.
- Error routing is customizable, allowing us to **push errors of different types into whatever platform you'd like**. We've pushed payloads into Slack channels, created tickets in Jira and ServiceNow, sent emails, and dropped audit files to an SFTP server. We can even include a parameterized URL for you to kick off a "corrected integration" for an individual employee, right from your ticket or collaboration platform.
- The build also **encompasses company meta-data**, like Locations, Organizational Units, and Jobs. **We keep everything in sync for you**, no need for additional integrations or processes to run in parallel.
- Run as frequently as you like, there are **no throughput limits**.
- The solution is accessible via API or can be setup to run directly from Workday using a simple Request Framework business process (we can implement this portion as well).
- **Save time, save money, reduce risk.**

Implementation Steps

Implementing the TKC requires seven steps, each with a series of subordinate associated tasks. Generally, these steps fall into one of the following domains: get access, configure, deploy, and test.

The 7 Steps for Implementation:

1. Establish connection to the UKG Pro web service endpoints
2. Deploy the Workday HCM custom report and enable as a web service (RaaS)
3. Establish connection the Workday RaaS endpoint
4. Configure the TKC meta-data blocks
5. Perform a one-time initial run to establish parity
6. Validate test results
7. Deploy to production

Implementation Timeline

The project begins after execution of contractual agreements at an agreed upon date. The effort will begin with a kick-off call that includes all relevant stakeholders and close upon migration and validation of the TKC solution into a production environment.

The timeline for the project is mapped below with each task indexed to one of the primary 7 Steps. During kickoff, a more detailed project plan will be shared via an agreed upon mechanism (Powerpoint, Smartsheet, JIRA, etc.).

Track	Wk1	Wk2	Wk3	Wk4	Wk5	Wk6	Wk7	Wk8	Wk9	Wk10	Wk11	Wk12
1.1 Kickoff Call	■											
1.2 Establish connection to UKG endpoints	■	■										
2.1 Deploy custom report to Workday		■	■	■								
2.2 Enable WD RaaS for report		■	■	■								
2.3 Enable ISU and ISSG for RaaS in WD				■								
3.1 Establish connection to WD RaaS				■								
4.1 Configure TKC blocks		■	■	■	■							
5.1 One-time parity run						■						
6.1 Perform test runs, validate results							■	■	■			
7.1 Deploy to production										Launch		
7.2 Hypercare, monitor at least 2 runs										■	■	Close