

HumanGood defines, improves, and configures its business processes and finds a valuable partner in Sability.

Client Industry



Non Profit,
Senior Care

Technology



UKG Dimensions
(Ultimate Kronos Group)

Services



Integrate, Assess,
Stabilize, Improve

Situation

“It was clear we needed to determine how we were going to combine our systems around payroll, timekeeping, and so on.”

HumanGood is a not for profit senior-care community operator in California that offers housing and other services to the senior population. When the organization affiliated with the Philadelphia-based Presby’s Inspired Life in 2019, the merger prompted an evaluation of HumanGood’s human resources (HR) processes, systems, and procedures.

“It was clear we needed to determine how we were going to combine our systems around payroll, timekeeping, and so on,” said Lauren Quevedo, Corporate Director of HR Technology Solutions for HumanGood. “Instead of just deciding to bring one group into one existing system, we decided to select a system that would fit the needs of the company as a whole—both East and West Coasts.”

HumanGood chose UKG Dimensions (formerly Kronos® Workforce Dimensions) as its new HCM platform. However, in addition to learning and implementing the new platform, the organization still needed to combine and integrate its databases, processes, policies, and infrastructure. The organization needed in-depth consulting services from a third party that had experience using the new UKG platform as well as the legacy solutions that the West and East Coast companies had been using.

“Not only did we want the third party to assist us in the system implementation, but we really needed help with change management, process consolidation, and resolving how we did things at the time with how we wanted to do things in the future,” said Lauren. “This would allow us to gain efficiency and have a smooth, linear process throughout the entire organization.

“We vetted out a few partners,” continued Lauren, “and we landed on Sability.”



“If we didn’t have Sability on our team, assisting us, there’s **no way** we would’ve been able to pull this off.”

Lauren Quevedo
Corporate Director, HR Technology Solutions, **HumanGood**



Solution

“Sability walks us through how to manage the test cases, get into the system, and troubleshoot.”

After partnering with HumanGood, Sability held multiple workshop sessions with the company’s HR department to document and evaluate current processes and data requirements. Understanding how and why HumanGood was leveraging their existing system allowed Sability to identify how the company could use the UKG system in a way that met the organization’s needs while also enhancing efficiency. Together, Sability and HumanGood determined best practices and created process flow diagrams that UKG consultants used to configure and build the system.

“Sability was great about helping us identify all the steps in our processes,” said Lauren. “The working sessions also brought us together as an organization and into one consolidated process, and that was really essential.”

Sability has also helped HumanGood with test case management. “We have regular testing calls, and Sability walks us through how to manage the test cases, get into the system, and troubleshoot,” said Lauren. “They’ve gotten into the technical pieces for us as needed.”

Sability has been a true partner to HumanGood throughout the complex business integration. Not only did Sability have a comprehensive understanding of HumanGood’s needs, the consulting firm also made a huge difference in the organization’s ability to achieve its goals.

“We know that Sability is on our side,” said Lauren. “Most vendors just try to sell you on all the shiny things, and it isn’t until you get under the hood that you realize it doesn’t work the way the vendor explained it. But Sability has come in and said, ‘Let’s make it work like you need it to.’”

Sability has been with HumanGood every step of the way, helping the organization navigate complicated challenges. The company couldn’t be happier with the guidance and peace of mind Sability provided. “They’re like our right-hand person, there at every phase,” said Lauren. “They’re making sure we’re taken care of.”



RESULTS AND BENEFITS



Provided expert guidance and peace of mind throughout complex business integration



Identified and documented best practices in order to build and configure a new, unified platform in UKG



Rationalized business processes that became the foundation of the new technology solution



Established a project governance structure, reporting, and meeting cadence



Consolidated business practices across entities