

Case Study

IMPROV

Continuity at Scale: How The Judge Group Strengthened UKG Operations Through Managed Support



Overview

The Judge Group is a U.S.-based staffing firm with 50+ years of experience supporting clients in tech, healthcare, and defense. With over 6,500 consultants, their workforce and payroll operations are mission-critical and complex.

After a successful UKG Pro and UKG Dimensions implementation, they needed consistent expert support to maintain system performance, adapt to changing needs, and optimize their environment.

Improv provided Elevated Care Services, managed services and on-demand UKG expertise, enhancing the internal ERP team while ensuring continuity and collaboration.

Challenges



Supporting a large, distributed workforce within a complex UKG Pro and UKG Dimensions environment



Balancing internal ERP team capacity with ongoing payroll, tax, and workforce system demands



Addressing issues and enhancements quickly without relying solely on standard vendor support queues



Ensuring knowledge transfer and system understanding while avoiding frequent consultant turnover

Engagement

We began by aligning on a flexible support model designed to complement The Judge Group's internal ERP team while preserving continuity and responsiveness.

- **Managed UKG Support:** Provided on-demand support across UKG Pro and UKG Dimensions to address high-, medium-, and low-priority needs, ensuring predictable response times and dependable coverage.
- **Mini-Projects:** Partnered on targeted initiatives involving system review, configuration changes, troubleshooting, and best-practice guidance, allowing the team to research alternatives, validate decisions, and implement improvements with confidence.
- **Knowledge transfer:** Embedded knowledge transfer into every engagement, ensuring Judge's internal team gained clarity on workflows, payroll adjustments, reporting logic, and system behavior to support future independence.



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Outcomes

-  Faster turnaround times for payroll, tax, and workforce system requests based on priority and criticality
-  Increased collaboration between internal ERP teams, Improv experts, and UKG support resources
-  Improved confidence in system decisions through consistent access to familiar, dedicated consultants
-  Sustainable operational improvements driven by documentation, training, and hands-on knowledge transfer
-  Enabled stronger internal decision-making by providing research-backed recommendations and clear alternatives for system changes and mini-projects
-  Reduced operational risk by working with a consistent, dedicated team of UKG experts who developed deep familiarity with Judge's environment over time

Reviews

“With the UKG platform’s power, versatility, and complexity, it is crucial to have trusted partners during your digital transformation journey in the payroll space.”
— *Vice President of Enterprise Resource Planning*

“They ensure they understand the problem and requirements, research as needed to deliver optimal solutions, and ensure knowledge transfer so our staff have a clear understanding for future needs.”
— *Senior ERP Solutions Architect*

Curious how this could work for you?

Reach out to Mary Sarracino,
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