

Case Study

IMPROV



From Fragmented to Fully Integrated: How DPV Streamlined HR with UKG

Overview

The Communities of Don Guanella and Divine Providence (DPV) is a nonprofit organization supporting more than 775 employees across the Philadelphia area. Their mission-driven workforce required dependable, compliant, and efficient HR and payroll operations to support staff across the full employee lifecycle.

Prior to engaging Improv, DPV operated across four separate HR and payroll systems, creating fragmented data, duplicated effort, and inconsistent reporting. The organization needed a unified HCM platform, but faced strict timing constraints and complex system dependencies. Improv was engaged to design and execute a phased UKG Pro implementation.

Challenges



Operating across 4 disconnected HR, payroll, recruiting, and timekeeping systems



A compressed timeline requiring Recruiting to go live before core HR due to an expiring ATS contract



Inconsistent reporting and duplicate data entry caused by multiple system integrations



Managing complex interfaces and dependencies while supporting ongoing HR and payroll operations

Engagement

We began by designing a non-traditional implementation strategy that prioritized business continuity while steadily moving DPV toward a fully unified HCM platform.

- **Phased UKG Implementation:** first to meet immediate hiring needs, creating a temporary interface with the legacy HR system until Pro HR could be deployed.
- **Core HR & Payroll Integration:** Implemented key Pro HR modules, including Benefits, Licenses & Certifications, Training, OSHA, and EEOC, while simultaneously building a new interface between UKG Pro Payroll and UKG Central for time and attendance.
- **End-to-End Lifecycle Enablement:** Completed the transition with UKG Pro Onboarding, retiring legacy integrations, and enabling the HR team to manage the full employee lifecycle exclusively within UKG Pro.



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Outcomes


 A fully integrated HCM system supporting the entire employee lifecycle from recruitment through onboarding and payroll

 Centralized employee data to support compliance, reporting, and audit readiness within a single platform

 Eliminated reliance on multiple legacy systems and temporary integrations by consolidating HR, payroll, recruiting, onboarding, and time data into a single UKG platform.

 Improved HR and payroll efficiency through reduced manual entry and more consistent data flow across systems

 A 75% increase in new hires following the implementation of UKG Recruiting, significantly reducing job vacancy rates

 Freed HR and payroll teams from manual reconciliation and system workarounds, allowing them to spend more time supporting employees and organizational well-being.

Reviews

“We wanted to streamline our HR processes by integrating four different HR systems into one comprehensive HRIS platform. This seemed like a complex and overwhelming undertaking, but Improv made it easy for us.”

— *Steve Colestock, Sr. Director of Human Resources*

“Since the implementation of UKG Recruiting, we’ve seen an increase of +75% in new hires which has significantly reduced job vacancy rates.”

— *Steve Colestock, Sr. Director of Human Resources*

Curious how this could work for you?

Reach out to Mary Sarracino,
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