IMPROV

improvizations.com

Values

IMPROV

Your Success is our Success

We dive deep into client goals, crafting solutions that deliver meaningful, measurable outcomes. We collaborate to realize immediate wins while planning for sustainable improvements.

Authenticity & Vulnerability

We embrace candid conversations and a willingness to be vulnerable, recognizing that growth often comes through shared challenges. Open, direct communication helps us build genuine partnerships that last.

People-First Mindset

We believe in taking care of our own team so we can better serve you. Improv empowers our team with a culture of innovation, trust, and open communication, ensuring our people bring their best every day.

Operational Excellence

Efficiency, accuracy, and risk mitigation are central to our approach. From diagnostics and solution design to ongoing support, we prioritize reliability and measurable ROI at every turn.

Always Be Improvizing

The best thing about our work is that no two clients are the same. We embrace new challenges by balancing structure and fluidity, and we value adaptability and the opportunity to learn and grow.

Our Timeline

1988
Founded

1999
Implementations Began

2009
Partnership Established

2020
Partnership Established

2024
Relaunch & Partnership Expansion

2025
Strategic Expansion

IMPROV

Simplifying WFM/HCM Transformation to Evolve with Clarity

IMPROV

Built for Change.
Focused on Your Outcomes.

Independent

We always do what's best for you, providing objective solutions and expert advice that meet your unique needs.

Experienced

Our people have decades of experience solving WFM/HCM challenges for companies of all sizes and industries.

Collaborative

We get our hands dirty, partnering with you to design strategies that drive value today and evolve for tomorrow.

Only the Best Can Improvize

Elevated services, built to evolve with you

Clients for Life

We transform HCM and WFM through a strategic focus on Strategy, Process and People. We prioritize the success of our clients above all else. Our goal is to act as long-term business partners, building authentic relationships that elevate and empower our clients to achieve long-term success.

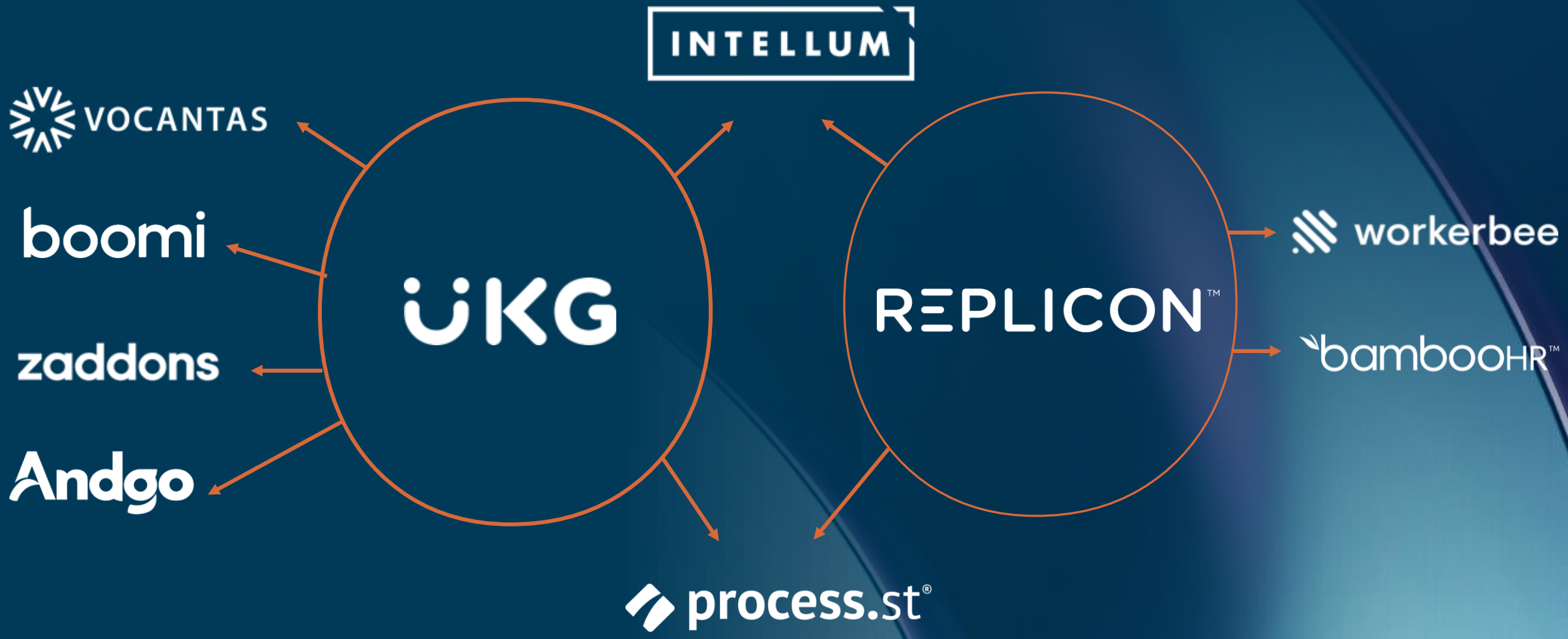
People-Centered Excellence

Only the best for the best. Our team of experts and leaders have walked in your shoes, and have decades of WFM and HCM experience across industries. We pride ourselves on building a leadership team with a trusted depth of expertise that you just can't get anywhere else.

WFM/HCM Transformation is a Journey

No two journeys are the same, and they never follow a straight line. We bring a modern, adaptable approach to our work. Our unique Journey Map approach is built for flexibility—empowering organizations to Ignite, Forge, and Evolve their WFM/HCM transformations at any stage.

Partner Ecosystem



Partner Alliances

At Improv, we forge strong alliances, so our clients gain access to the best expertise, tools, and networks—enabling faster innovation, smoother implementations, and lasting value.

By partnering with industry leaders, we help you tackle complex challenges confidently and achieve sustained growth.

UKG
boomi
zaddons
process.st®
Microsoft
workerbee
TestAssure®

Improv’s Elevated Suite

IMPROV

Improv’s Elevated Suite is a comprehensive set of services designed to guide organizations from big-picture planning all the way through day-to-day system support. It is organized into three main categories — Elevated Strategy, Elevated Implementation, and Elevated Care — so WFM and HCM clients can tap into exactly the expertise they need at any point in their journey.

Elevated Strategy

Transforming vision into lasting value

Elevated Implementation

Where implementation meets innovation – driving your strategic advantage

Elevated Care

Tailored solutions, optimal impact

Improv's Elevated Suite

IMPROV

Elevated Strategy

Vision Alignment

Organizational Readiness

Process Optimization

Evolution Realization

Elevated Implementation

WFM & HCM Solutions Integration

Reporting and Analytics

Change Management

Enablement

Automated Testing

Labor Modeling

Program Management

Partner Solutions

Elevated Care

Diagnostic Care

Transformative Care

Concierge Care

Journey Map

IMPROV

Ignite

Spark Insight, Alignment & Momentum

Set a clear path for your WFM/HCM journey—align goals, define outcomes and KPIs, and validate value to build confidence, alignment, and early momentum.

Forge

Shape and Launch with Purpose

If you're ready to act, this phase is for organizations that are ready to implement new WFM/HCM solutions, integrate data, and drive adoption. It's the right fit when strategy is clear, and execution is the priority.

Evolve

Optimize & Sustain Transformation

Sustain transformation through managed services, optimization cycles, and concierge care—ensuring WFM/HCM systems remain aligned, adaptable, and continuously delivering value.

Why Improv?

- Proven Expertise
- Tailored Solutions *for you*
- Commitment to Transparent Collaboration
- End-to-End Support
- Core Values of Integrity & Authenticity

IMPROV

Ready to Start Your Journey?

Contact us at +1 (216) 626-7063 or info@improvizations.com. Experience the Improv difference: a people-first approach, proven methodologies, and an unwavering commitment to helping you maximize your WFM/HCM investment.

Let's turn your challenges into opportunities and your vision into measurable results

Your Improv Solution

IMPROV

Entitlements

Add descriptive detail here to add more context for the point you're making above.

Integrations

Add descriptive detail here to add more context for the point you're making above.

Tenants

Add descriptive detail here to add more context for the point you're making above.

Testing

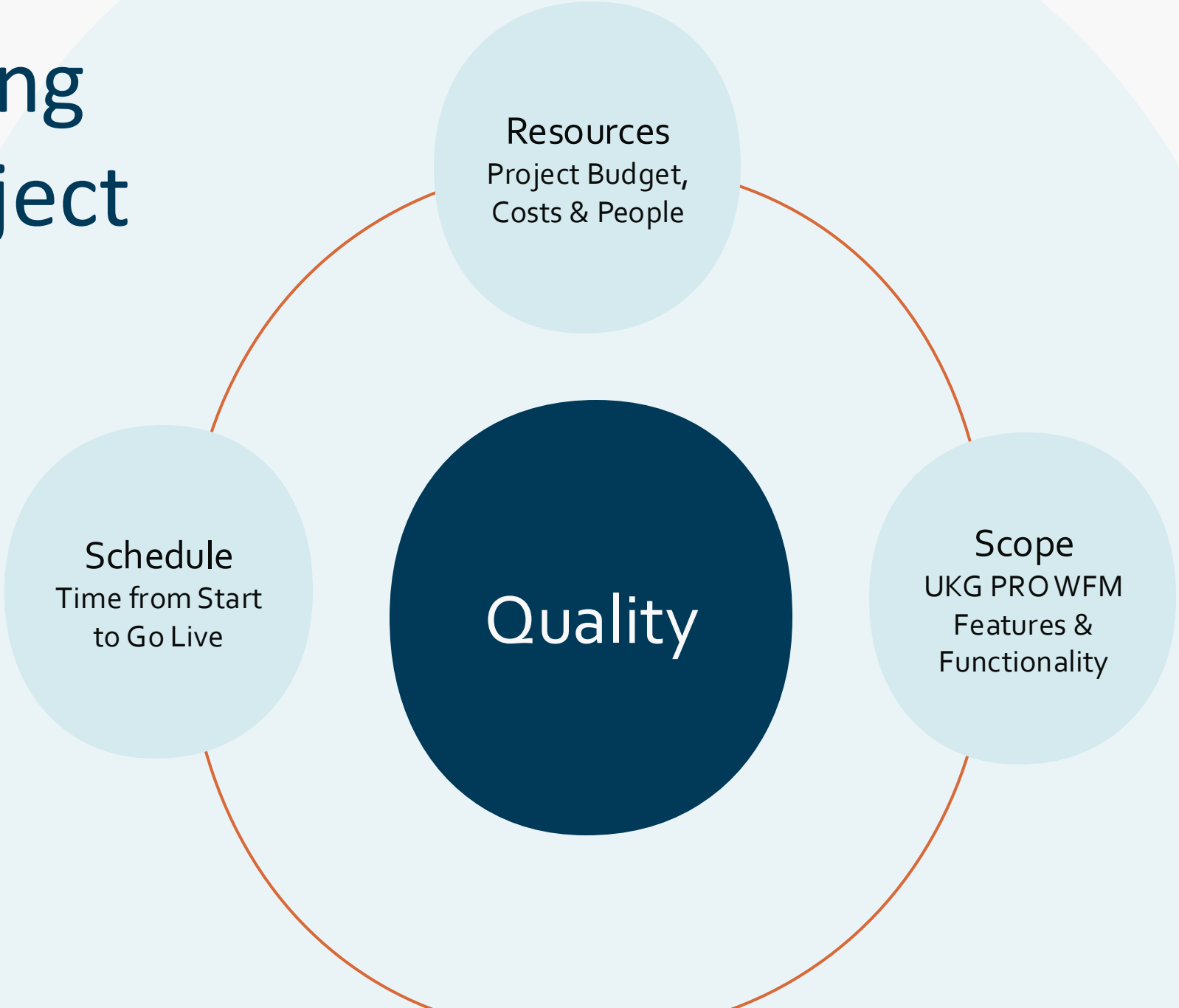
Add descriptive detail here to add more context for the point you're making above.

Training/ User Adoption

Add descriptive detail here to add more context for the point you're making above.

Managing our Project

IMPROV



Improv's Success Criteria

IMPROV

- Project team resources
- Setting an appropriate project timeline
- Project governance
- Clearly documented requirements
- Training , knowledge transfer, and preparing to own your live solution
- Thorough testing
- Data quality, integrity and maintenance
- Change management – user adoption and end-user training
- Post – live system administration

IMPROV

Simplifying WFM/HCM Transformation to Evolve with Clarity

Built for Change. Focused on Your Outcomes.

Independent

We always do what's best for you, providing objective solutions and expert advice that meet your unique needs.

Experienced

Our people have decades of experience solving WFM/HCM challenges for companies of all sizes and industries

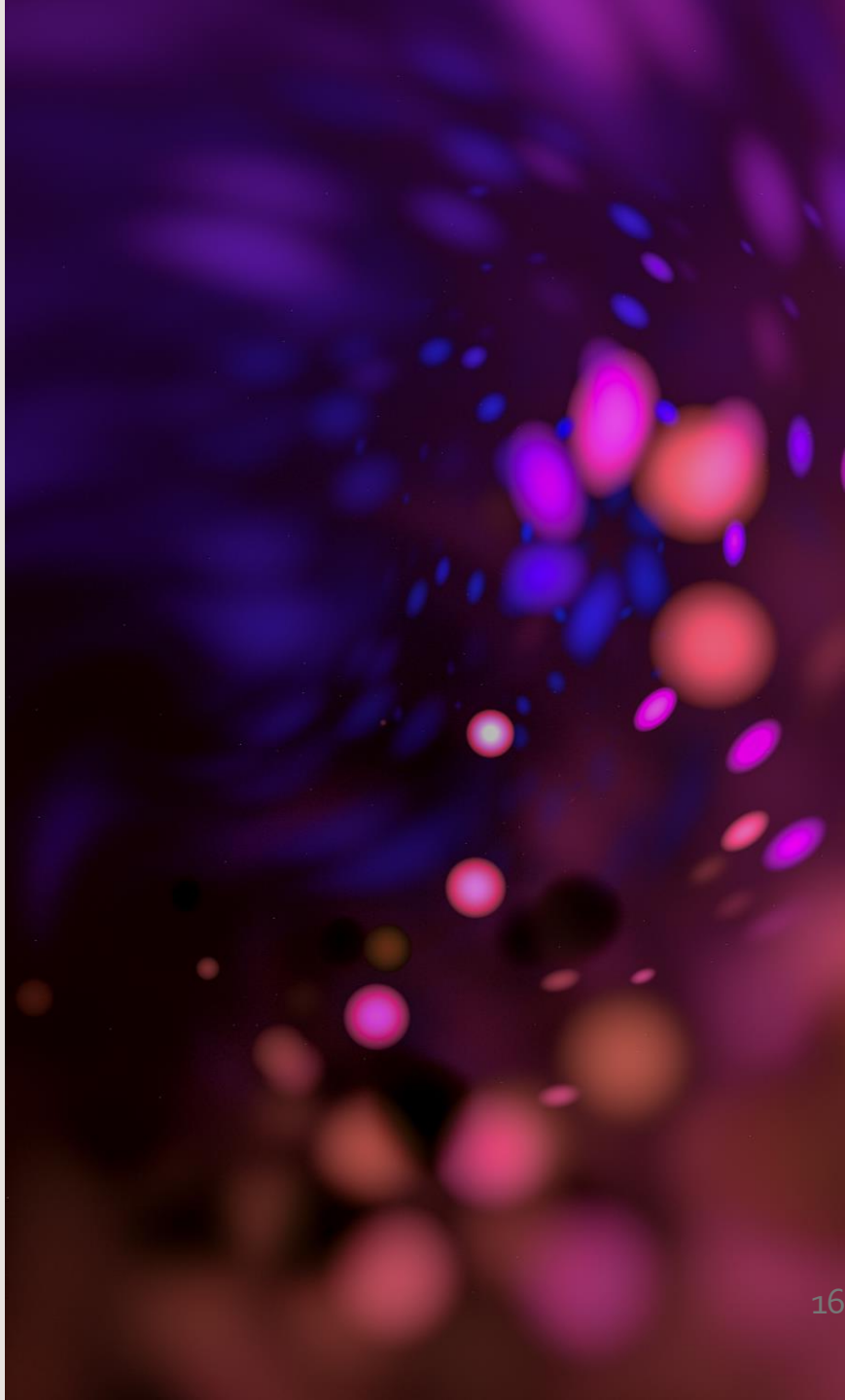
Collaborative

We get our hands dirty, partnering with you to design strategies that drive value today and evolve for tomorrow

IMPROV

Diagnostic Care

Improv’s Elevated Suite



IMPROV

Diagnostic Care

Improv's Elevated Suite

Diagnostic Care is an ideal starting point that delivers even greater impact when paired with our Transformative Care or Concierge Care programs.

This systematic approach aligns with Improv's client journey map for ongoing support, routine process improvement, & continuous system optimization.

Specifically designed for organizations encountering challenges with their UKG Pro or Pro WFM products, Diagnostic Care runs a full diagnostic assessment, collecting & analyzing data in review of key areas such as:

- Operations & management
- Forecasting & scheduling
- User training & performance
- Compliance & reporting
- Migration, adoption, & more!

With our expert analysis we uncover pain points & operational inefficiencies, applying clear & actionable resolutions - aligning your stakeholders & stabilizing your systems and processes.

Diagnostic Care

Improv's Elevated Suite

IMPROV

Package	Duration	Scope	Investment
Pulse Check	1 Week	Rapid baseline assessment	$7.5K
Vital Insights	2-3 Weeks	Deeper process review and recommendations	$25K
Rehab Audit	3-5 Weeks	Thorough multi-functional evaluation	$50K

Diagnostic Care

IMPROV

Pulse Check

Pulse Check is a focused, one-week engagement that rapidly identifies issues, risks, and near-term opportunities within your Workforce Management (WFM) and Human Capital Management (HCM) environment.

Our team conducts stakeholder interviews, performs a streamlined systems review, and delivers a high-level gap analysis.

By covering important modules in WFM and HCM, we provide a succinct report of quick wins, an immediate action plan, and a high-level Journey Map — all designed to help you swiftly mitigate risks and capture rapid returns.

Estimated Duration	Cost
1 week	$7,500

Diagnostic Care

Pulse Check

IMPROV

Objectives

- Rapidly assess the current WFM/HCM environment and usage
- Pinpoint immediate issues, risks, and potential short-term and long-term opportunities
- Deliver high-level Journey Map with recommendations for immediate next steps

Scope of Activities

- Executive/Key Stakeholder Interviews: Focused conversations to clarify strategic goals and immediate pain points
- Interviews and workshops With Key Client Resources: Focused conversations on day to usage, challenges and opportunities
- High-Level Systems & Process Review: Quick scan of core WFM/HCM processes, tools, and data flows
- Initial Gap Analysis: Identify gaps relative to industry best practices
- Preliminary Recommendations: Outline near-term opportunities for improvement and next steps

Deliverables

- Rapid-Findings Summary highlighting immediate opportunities and challenges
- Short-Term Action Plan for quick wins and risk mitigation
- High-Level Journey Map illustrating the potential path forward

Estimated Duration	Cost
1 week	$7,500

Diagnostic Care

IMPROV

Vital Insights

Vital Insights builds on Pulse Check's foundation, extending into a two-to-three-week assessment that illuminates deeper process challenges and potential growth opportunities.

Our consultants lead expanded stakeholder workshops, conduct detailed process mapping, and refine gap analysis activities across selected modules in WFM/HCM.

This package delivers a comprehensive findings report, prioritized recommendations, and an enhanced Journey Map, equipping you with a roadmap for more advanced improvements and faster organizational alignment.

Estimated Duration	Cost
2-3 weeks	$25,000

Diagnostic Care

Vital Insights

IMPROV

Objectives

- Build on the Pulse Check and dive deeper into the core WFM/HCM functions
- Document and analyze existing processes, data flows, and core system configurations
- Identify key priorities, develop an expanded Journey Map and outline a more detailed plan for improvements

Scope of Activities

- Expanded Stakeholder Workshops (ie. HR, Payroll, Operations, IT)
- Process Mapping & Pain-Point Analysis: Capture current workflows for scoped modules
- Data & Reporting Review: Assess existing reporting/analytics for accuracy, consistency, and actionability Targeted Gap Analysis: Compare current state vs. best practices in areas of highest impact

Deliverables

- Detailed findings report with clear documentation of current-state processes and main gaps
- Prioritized recommendations focusing on high-ROI and risk reduction improvements
- Refined Journey Map specifying recommended next phases or projects and timeframes

Estimated Duration	Cost
2-3 weeks	$25,000

Diagnostic Care

IMPROV

Rehab Audit

Rehab Audit delivers a robust, three-to-five-week examination of all key WFM and HCM processes — from timekeeping, scheduling, and attendance through HR, payroll, benefits and more.

Our experts conduct onsite observations, perform in-depth benchmarking, and provide a rigorous gap analysis to uncover cost-saving opportunities, mitigate compliance risks, and modernize operations.

You receive a detailed Current State Assessment, a multi-year Journey Map with a cost-benefit analysis, and a change management plan to guide your organization toward sustainable, long-term performance enhancements.

Estimated Duration	Cost
3-5 weeks	$50,000

Diagnostic Care

Rehab Audit

IMPROV

Objectives

- Conduct a thorough examination of all workforce and human capital processes, systems, and cultural readiness
- Identify opportunities for major improvements, cost savings, compliance risk reduction, and modernization
- Deliver an actionable multiyear Journey Map, business case, and change management plan

Scope of Activities

- Holistic WFM/HCM Review: Timekeeping, scheduling, forecasting, payroll integration, attendance, leave management, analytics/reporting, labor standards, organizational readiness, and more as defined in initial discovery
- Onsite Observations & Interviews: Visit representative sites or departments to understand day-to-day realities
- Industry Benchmarking: Compare performance and processes to best-in-class peers and industry standards
- In-Depth Gap Analysis: Examine not only technology but also policies, training, organizational structure, and readiness for change

Deliverables

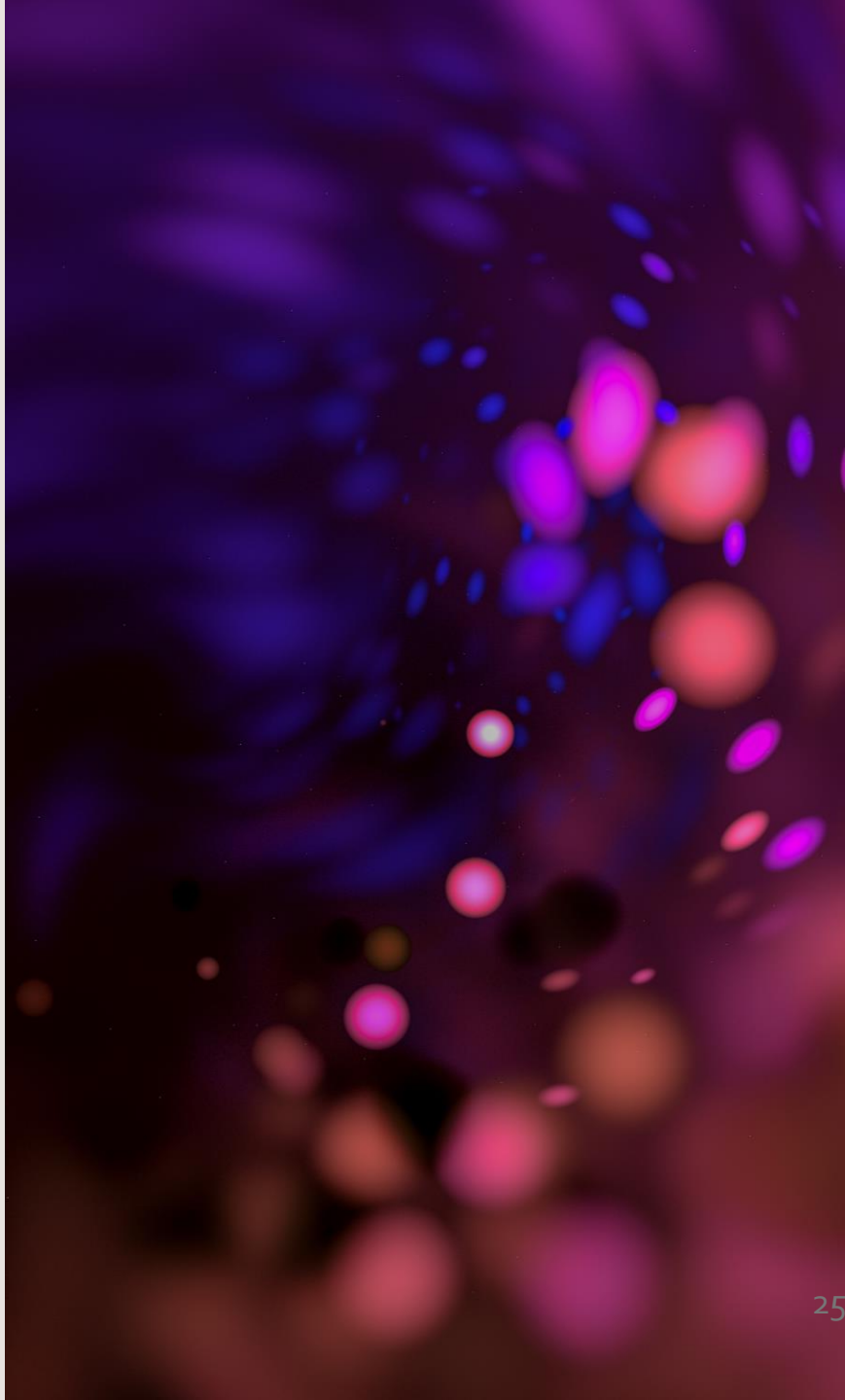
- Current State Assessment Report detailing key findings across all WFM/HCM functions
- Strategic Journey Map (3–5 Year) showing phased initiatives, dependencies, and major milestones
- Business Case & Cost-Benefit Analysis highlighting ROI opportunities and risk reduction for each recommended initiative
- Change Management Plan including communication strategies, training approaches, and recommendations for adoption metrics

Estimated Duration	Cost
3-5 weeks	$50,000

IMPROV

Transformative Care

Improv’s Elevated Suite



Transformative Care

IMPROV

Rapid Response

Rapid Response is a specialized component of Improv's Transformative Care program, designed to deliver immediate stabilization for organizations facing urgent challenges within their WFM and HCM systems.

It targets critical issues such as configuration errors, payroll disruptions, resource shortages, and employee retention struggles. By quickly identifying and resolving high-impact pain points, Rapid Response helps restore operational stability and confidence in the short term. It can be deployed independently or as part of a broader, phased engagement strategy that includes long-term restructuring efforts, ensuring both immediate relief and a path toward sustainable improvement

Estimated Duration	Cost
3-8 weeks	$----

Transformative Care

IMPROV

Rapid Response

Objectives

- Provide immediate stabilization for organizations experiencing disruptions or inefficiencies in their systems.
- Quickly resolve urgent system issues (e.g., configuration, payroll, retention, resource shortages).
- Restore operational confidence and continuity while setting the stage for longer-term improvements.

Scope of Activities

- System Configuration Triage: Identify and fix misconfigurations that affect performance or compliance.
- Payroll & Resource Troubleshooting: Address payroll-related issues and optimize staffing support.
- Retention Strategy Support: Tackle short-term workforce challenges tied to system or process inefficiencies.
- Data & Process Review: Rapid analysis of core workflows, system pain points, and immediate improvement areas.
- Stakeholder Alignment: Fast-track sessions to align internal teams on priorities and next steps.

Deliverables

- Stabilization Plan: A prioritized action plan addressing critical system and process issues.
- Quick Fix Implementations: Immediate corrections or optimizations within the UKG system.
- Executive Summary Report: Documentation of findings, actions taken, and recommendations for next steps.
- Transition Roadmap (Optional): Guidance for moving from Rapid Response into Renewal or Concierge Care for sustained improvements.

Estimated Duration	Cost
3-8 weeks	$----

Transformative Care

IMPROV

Extended Renewal

Extended Renewal is a fully customizable, end-to-end engagement for organizations seeking to execute large-scale or multi-phase initiatives across WFM and HCM.

From advanced labor modeling and complex payroll integrations to continuous optimization, this program adapts to evolving requirements over extended timelines.

Our top-tier strategists, consultants, technical architects, change management professionals, and others partner with your teams to co-develop and implement a comprehensive transformation roadmap. Scope and duration vary and every engagement is tailored to deliver the precise level of expertise needed to achieve your long-term vision.

Estimated Duration	Cost
Custom	$----

Transformative Care

IMPROV

Extended Renewal

Objectives

- Provide a tailored, end-to-end engagement that can flex based on evolving business requirements
- Co-develop a multi-phase initiative, including areas such as advanced analytics, complex labor modeling, ongoing optimization , and more
- Establish a long-term strategic partnership, with iterative improvements and governance

Scope of Activities

- Completely Personalized Scope: May include strategy, new modules and functionality, advanced labor standards development, cross-functional transformation, organization-wide change management, vendor selection, and beyond
- Modular Phases: Engagement can be structured in stages; each stage can incorporate design, pilot, and rollout
- Full Lifecycle Support: From concept and strategy through technology deployment, training, and measuring ROI

Deliverables

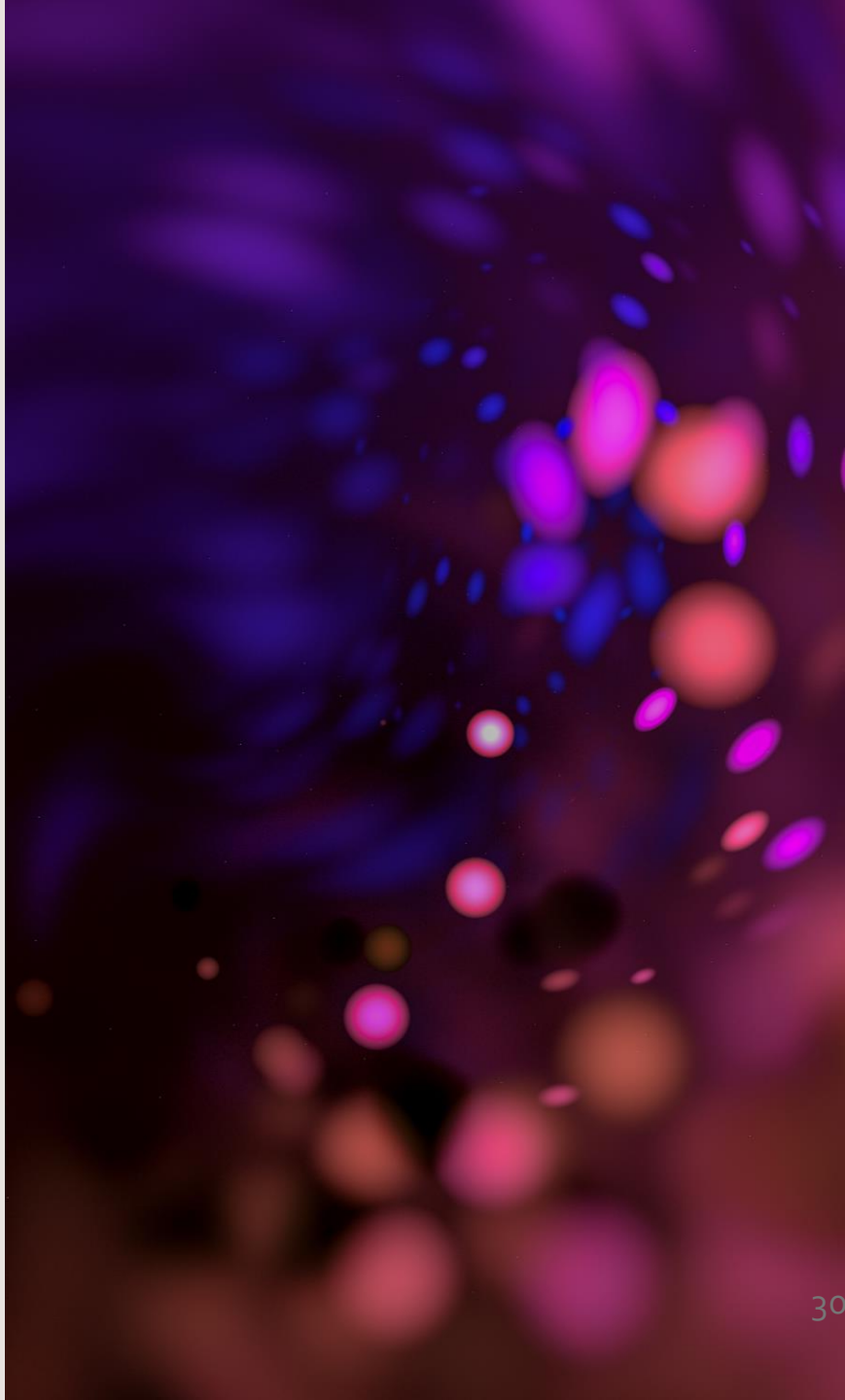
- Flexible Project Plans based on agreed-upon strategic priorities
- Ongoing Advisory & Governance: Regular checkpoints with executives and core stakeholders
- Continuous Improvement Dashboard: Track progress, adoption, and benefits over time
- Comprehensive Rollout & Training Materials (if implementation or change initiatives are in scope)

Estimated Duration	Cost
Custom	$----

IMPROV

Concierge Care

Improv’s Elevated Suite



Concierge Care

Improv's Elevated Suite

IMPROV

How is Concierge Care different from other managed services?

With full access to our team of UKG experts, whether tackling an escalation or navigating routine maintenance, Concierge Care guarantees continuous support & high-touch communications - no matter the task. Concierge Care is a flexible, high-touch managed service that blends expert consulting with ongoing operational support for both HCM and WFM solutions. It spans everything from routine tasks and system audits to big-picture strategy and optimization, ensuring continuous improvement over time.

Clients engage at the level that suits them best-whether via a light monthly "Concierge Office Hour," a more engaged "Concierge Flex", or a full-scale

"Concierge Flex Max" offering. I. Concierge Care stands out for its proactive, partnership-oriented model, designed to evolve with each client's growing and changing needs.

Specializing in the full UKG Pro Suite, our team of UKG experts delivers concierge-level support with system implementation, configuration, navigation, & more - no matter the UKG product.

Concierge Care

Benefits in every package

IMPROV

Scalable Model

From 1 hour per month to teams of resources

- Additional On-Demand hours can be requested as needed to provide support for this unexpected events

Holistic Coverage

Combines expert guidance on HCM,WFM, process an more, ensuring no gaps in support or guidance

- Formal SLAs, escalation paths, dashboards, and reporting

Ensures flexibility

For the client while you maintain pricing for the agreed-upon block of hours

- Flexible Pricing & Discounts – predictable costs with volume-based savings with quarterly reviews. Hours can be adjusted on a quarterly basis.

Hours will be scheduled quarterly, with each week's allocation defined in advance to allow for planned fluctuations rather than a static level.

Concierge Care

IMPROV

Concierge Office Hours

Rapid Response is a specialized component of Improv's Transformative Care program, designed to deliver immediate stabilization for organizations facing urgent challenges within their WFM and HCM systems.

It targets critical issues such as configuration errors, payroll disruptions, resource shortages, and employee retention struggles. By quickly identifying and resolving high-impact pain points, Rapid Response helps restore operational stability and confidence in the short term. It can be deployed independently or as part of a broader, phased engagement strategy that includes long-term restructuring efforts, ensuring both immediate relief and a path toward sustainable improvement

IMPROV

Concierge Care

Concierge Office Hours

Monthly Expert Insights	Quarterly	Features	Great Fit For
Up to 4 hrs/month	System health checks Quarterly snapshots	Customer Portal Dedicated Named Primary Consultant Post-Ticket & Quarterly Satisfaction Survey Guidance on Best Practice Basic Monthly Reporting On-Demand Support Option Monthly Dedicated Office Hour Support Centralized Escalation & Oversight Quarterly Strategic Sessions	Clients in need of minimal ongoing help but want a safety net for escalations. Smaller organizations or teams are primarily self-sufficient but seeking expert oversight and insights

Concierge Care

IMPROV

Concierge Flex

Dedicated Primary Consultant	Monthly	Features	Great Fit For
Up to 32 hrs/month	Process audits & tailored reporting	Features ++ Onboarding Assessment Monthly Proactive Audits Dedicated Named Primary Consultant Quarterly Enhancement Roadmap Priority Access to Specialized Experts Tailored Monthly Reporting Basic Access to Strategic & Process Advisors	Organizations in need of consistent assistance with configuration, enhancements, or user adoption. Teams that want to offload specialized tasks to subject matter experts or just have questions for the experts.

Concierge Care

IMPROV

Concierge Flex Plus

Designated Team of Consultants	Daily to Weekly	Features	Great Fit For
>32 hrs & FTEs	Touchpoints, real-time service & project status	Concierge Flex features ++ Advanced Access to Strategic & Process Consultants Access Skip the Line Access to Specialized Experts Assigned Team Leads Weekly Touchpoints & Reporting Extended SLA Coverage	Clients with robust HCM/WFM environments needing regular enhancements, process redesign, or integration expansions. Organizations with complex or shifting compliance and scalability requirements