



Optimizing UKG for a Complex, Growing Workforce

Challenge

As Ozinga expanded its use of UKG across a complex and growing workforce, the organization identified opportunities for additional expertise to optimize the platform and address evolving operational requirements.

With approximately 2,000 employees across an expansive, multi-state operation, Ozinga needed to support 25–30 collective bargaining agreements, varied pay and scheduling rules, regional policies, and legacy practices from acquired businesses. ROCKCREST was engaged to provide specialized expertise and help Ozinga further optimize UKG for its evolving workforce requirements.

Areas of focus:

- UKG Workforce Management optimization
- Varied pay, timekeeping & scheduling requirements
- Issue backlog resolution
- Collective bargaining agreement requirements
- UKG Learning implementation
- Ongoing end-user & technical support

OZINGA®

About

Ozinga is a fifth-generation family-owned American business in the construction materials industry. They make a positive impact on individuals, their families and the community for generations by providing concrete, aggregates and cement that help build a better future.



Industry

Manufacturing



Services Provided

HRIS Optimization
Workforce Management & Scheduling
UKG Learning Implementation



Platform and Modules

UKG Ready
All Modules

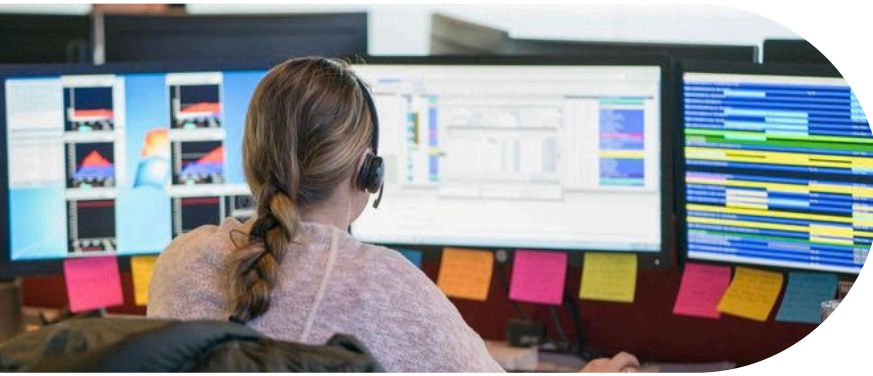
Key Takeaways

- Strengthened UKG Operations
- Simplified Workforce Complexity
- Accelerated Issue Resolution
- Expanded Scheduling Automation
- Built Long-Term System Confidence

”

ROCKCREST moved quickly from our initial conversation to consultant interviews and getting the right expertise in place. That responsiveness was a major reason we chose them.

— Brian Bleakley, IT Project Manager



Business Outcomes

ROCKCREST worked directly with Ozinga's HR, payroll, and IT stakeholders to prioritize unresolved issues and translate specialized workforce requirements into practical UKG solutions across timekeeping, pay rules, scheduling, integrations, end-user support, and UKG Learning.

The partnership has enabled Ozinga to steadily work through its backlog while continuing to optimize UKG for a highly diverse operating environment. To date, 275 items have been successfully closed, with issues that could previously remain unresolved for up to six months now addressed within a month, and in some cases, a single pay period.

At Ozinga's 24/7 Burns Harbor facility, ROCKCREST also helped implement scheduling functionality that allows employees to make eligible shifts available for coworkers to pick up directly through the timekeeping environment. Qualifying shift changes can now occur without manager intervention, providing employees with greater flexibility while supporting continuous operations.

What began as post-implementation support has evolved into an ongoing partnership spanning more than two years, giving Ozinga direct access to specialized expertise to navigate evolving requirements, resolve issues faster, and continually adapt UKG to its growing organization.

Streamlined Workforce Management

Ozinga continues to expand and optimize UKG to support its evolving workforce, scheduling, and operational requirements.

“The ability to remove the layers and talk directly to the person who has their hands in the system is incredibly important. You can work through problems together.”

— Brian Bleakley, IT Project Manager

RESULTS

- 275 backlogged items successfully closed
- Reduced issue turnaround from months to weeks
- Automated qualifying employee shift swaps
- Supported 25–30 unique collective bargaining agreements
- Expanded support across timekeeping, scheduling & UKG Learning
- Established scalable, ongoing UKG expertise

