



From Parallel Payroll to Platform Confidence

How YCUA Optimized UKG Ready

Challenge

As Ypsilanti Community Utilities Authority (YCUA) transitioned from Kronos Workforce Central to UKG Ready, the organization identified opportunities to further optimize the platform and align it with its operational requirements.

While the core implementation was complete, additional configuration and process enhancements were needed to fully support YCUA's payroll operations, reporting requirements, and day-to-day HR processes. As a public-sector employer with unique payroll rules and reporting obligations, the organization sought experienced guidance to maximize the value of its UKG Ready investment.

Areas requiring additional attention included:

- Extended use of parallel payroll systems
- General ledger configuration impacting payroll and financial reporting
- Configuration across key HR and payroll modules
- Manual administrative processes
- Limited internal HR technology resources



About

The Ypsilanti Community Utilities Authority is a regional water and wastewater services provider serving portions of eastern Washtenaw County and western Wayne County. YCUA provides services to over 325,000 people across 11 municipalities and maintains over \$1 billion in infrastructure, including one of the largest advanced wastewater plants in the State of Michigan.



Industry

Public Sector Utilities



Services Provided

HRIS Optimization
Payroll Optimization
System Configuration



Platform and Modules

UKG Ready
All Modules

Key Takeaways

- Maximized the value of an existing UKG Ready investment
- Optimized complex public-sector payroll operations
- Strengthened payroll and financial reporting
- Expanded employee self-service adoption

“For organizations struggling after an implementation, working with a ROCKCREST optimization consultant is worth every penny.

-Debra Kinde, HR Director





Business Outcomes

By partnering with ROCKCREST, Ypsilanti Community Utilities Authority transformed UKG Ready from a newly implemented system into a fully optimized platform that supports its complex day-to-day HR, payroll, and financial reporting operations with confidence.

Working collaboratively with the YCUA team, ROCKCREST's consultant took a phased, module-by-module approach to optimization, addressing critical priorities before expanding improvements across payroll, time & labor, reporting, benefits administration, employee self-service, applicant tracking, and system integrations. The engagement included configuring unique public-sector payroll requirements, including overtime policies and specialized pay rules, while also correcting general ledger account mapping to improve payroll allocation and financial reporting accuracy.

As a result, YCUA eliminated the need for extended parallel payroll processing within a few months, expanded employee self-service capabilities, and streamlined administrative processes across the HR department. Employees gained the ability to manage personal information, direct deposits, and benefit elections independently, allowing HR staff to spend less time on routine administrative tasks and more time supporting the organization.

Most importantly, the engagement restored confidence in the organization's HR technology. Today, YCUA fully leverages UKG Ready to support its HR, payroll, and financial reporting operations.



Fully Optimized UKG Ready Platform

Following the engagement, YCUA fully leveraged UKG Ready to support its HR, payroll, and financial reporting operations.

"We've made the decision that whenever we need configuration or optimization support, we'll bring in ROCKCREST."

-Debra Kinde, HR Director

RESULTS

- Eliminated extended parallel payroll processing
- Configured public-sector payroll rules and time & labor policies
- Corrected general ledger mapping to improve payroll and financial reporting
- Automated pension and retirement reporting data feeds
- Expanded employee self-service to reduce administrative effort
- Optimized payroll, HR, reporting, and key system modules
- Increased confidence and adoption of UKG Ready

