

# ZELLISONE

## ONE AI-ENABLED PLATFORM FOR YOUR ENTIRE WORKFORCE JOURNEY

Connecting HR, talent, workforce  
management, pay and benefits in  
one intelligent system.



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***“As a customer of Zellis over a number of years, the relationship remains fresh and mutually beneficial. The appropriate level of client/customer interaction is critical to this and Zellis keep this balance at the forefront of their business model.”***

**David Clamp**  
Head of Organisational Development Law and  
People, South Derbyshire District Council

# THE CHALLENGE HR AND PAYROLL LEADERS FACE

*HR teams today are under pressure like never before. You're expected to shape culture, boost engagement and help your organisation become agile, yet much of your day is consumed by repetitive admin. The gap between expectation and reality creates inefficiencies, risks and frustration.*

## The scale of the problem

### LOST PRODUCTIVITY

54% of UK staff spend over half their week on admin instead of meaningful work (Gartner).

### FRAGMENTED SYSTEMS

European organisations run an average of 17 HR apps (Josh Bersin Research), increasing duplicate work and compliance risks.

### TALENT SHORTAGES

83% of Irish employers struggle to find suitable candidates (RTE).

### UNTRUSTED DATA

Two-thirds of UK firms report unreliable HR data (CIPD).

### EMPLOYEE DISENGAGEMENT

Costs the UK £257bn (approximately €295.7 bn) annually (Gallup). Smooth processes boost engagement and retention.

### PAYROLL SKILLS GAPS

Nearly half of organisations face shortages (CIPP), raising error and compliance risks.

## Why this happens

### DISCONNECTED TOOLS

Multiple systems create duplication and errors.

### DATA SILOS

Critical information is split, slowing reporting and decision-making.

### OUTDATED INTERFACES

Frustrating experiences increase admin time.

### MANUAL PROCESSES

Approvals, reconciliations and checks consume capacity.

### LIMITED ANALYTICS

Without clear insight, spotting risks or planning is guesswork.

## Day-to-day impact

- Payroll errors cause stress, rework and compliance risk.
- Recruitment slows as candidate data doesn't flow between systems.
- HR leaders lack time and reliable data to inform strategy.
- Lost productivity and rising costs.
- Reduced credibility for HR.
- Higher turnover; weakened employer brand.
- Service quality suffers with staffing errors.
- Compliance and financial risks increase.

**"SINCE WORKING WITH ZELLIS,  
WE'VE BEEN ABLE TO DO OUR HR  
PLANNING KNOWING THAT THE  
TECHNOLOGY IS UNDERPINNED  
BY A MARKET-LEADING PROVIDER.  
IT'S AMAZING TO SEE THE  
PARTNERSHIP OF TECH AND  
STRATEGY DELIVER TO OUR  
EMPLOYEES."**

**Katie Duxbury**

Head of Pay and Reward Services, Bupa

# INTRODUCING ZELLISONE

*ZellisONE is a single AI-enabled platform that unifies HR, talent, workforce management, pay and benefits. By replacing fragmented systems with one coherent platform, ZellisONE transforms complexity into clarity and empowers HR to deliver strategic impact.*

## What you gain with ZellisONE

### **COMPLETE VISIBILITY ACROSS THE EMPLOYEE LIFECYCLE**

From hire to retire, see every stage in one place and make informed decisions.

### **AI-ENABLED INSIGHTS**

Anticipate risks, identify trends and uncover opportunities before they become problems.

### **CONNECTED EXPERIENCES**

Streamline processes for HR, managers and employees, boosting engagement and productivity.

### **SCALABILITY AND FLEXIBILITY**

Grow, adapt and evolve your workforce operations seamlessly.



**THE RESULT: A STRATEGIC HR FUNCTION  
THAT DRIVES HIGHER ENGAGEMENT, SMARTER  
DECISIONS, MORE PRODUCTIVE TEAMS AND  
AN ORGANISATION CAPABLE OF RESPONDING  
QUICKLY TO CHANGE.**

# THE VALUE ZELLISONE BRINGS

*Built for organisations with over 1,000 employees, including front-line and shift-based teams, ZellisONE is designed to engage, empower and make work more efficient. By simplifying processes, enabling compliance and giving HR the space to focus on strategy, ZellisONE transforms the way your people experience work.*

## ENGAGE

**A platform that feels like one of you**

- Reflects your brand and culture, helping employees feel connected and valued.
- Personalised experiences provide each employee with relevant tools and content.
- Intuitive self-service makes everyday tasks easier, reinforcing your employee promise.

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## EMPOWER

**AI-enabled HR, talent, workforce management, pay and benefits**

- Smart self-service features transform the employee experience from hiring to retirement.
- Real-time payroll and personalised payslip explainers make pay transparent.
- ELLA, our AI assistant, provides 24/7 guidance, while ZIP turns unified data into actionable insights.

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## EFFICIENT

**Smarter ways of working**

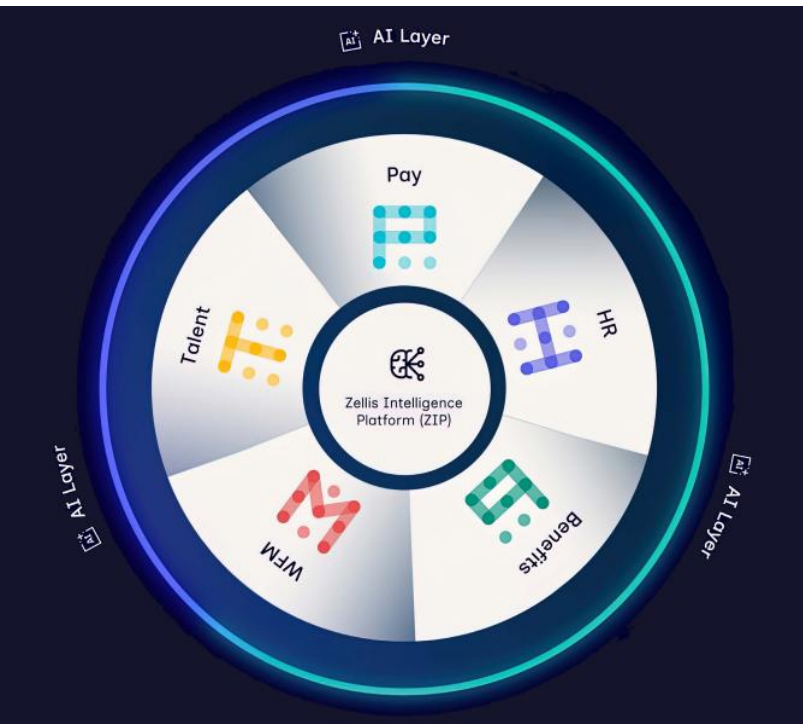
- Automation, anomaly detection and workflow optimisation reduce errors and cut admin.
  - HR, managers and employees can focus on strategic priorities, boosting productivity.
- 

“For me personally and my team, we never want to leave Zellis! We’ll always ask, “How can we do this with Zellis?” with every new project we face.”

**Hayley Seabrook**

HR and Payroll Service Manager,  
London Borough of Hillingdon

# FIVE INTEGRATED EDITIONS



## ONE PLATFORM.

## ENDLESS POSSIBILITIES.

ZellisONE is a single AI-enabled platform that unifies HR, talent, workforce management, pay and benefits. By replacing fragmented systems with one coherent platform, ZellisONE transforms complexity into clarity and empowers HR to deliver strategic impact.

## FLEXIBLE AND CONNECTED

The different editions can operate independently or fully integrated.

Provides one unified, intelligent system connecting every stage of the employee journey.

Zellis Portal gives leaders oversight and transparency across HR, workforce, payroll and benefits.





## CONNECTED, INSIGHTFUL, ADAPTABLE

### HR FOUNDATIONS

A single source of truth for employee data and organisational hierarchy.

### ONBOARDING / OFFBOARDING

Smooth, seamless workflows for joining or leaving the organisation.

### PERFORMANCE MANAGEMENT

Continuous, personalised support to help employees grow.

### ABSENCE MANAGEMENT AND PROCESSING

Track holiday, leave and sickness, with confidence that pay rules are applied accurately.

### ENGAGEMENT

Communicate, measure and boost employee experience to strengthen culture.

### WELLBEING

Support physical, mental and financial health across your workforce.

### JOB EVALUATION

Promote fair, transparent job evaluation, supporting pay equity, compliance and workforce planning.



Available as part of HR Edition

### TALENT MANAGEMENT EDITION

## ATTRACT, RETAIN, AND DEVELOP

### RECRUITMENT

End-to-end hiring journey from vacancy to onboarding with mobile-friendly candidate experience and automated workflows.

### REWARDS AND RECOGNITION

Celebrate achievements and motivate employees.

### LEARNING MANAGEMENT

Personalised learning experiences for continuous development.



Available as part of HR Edition

### WORKFORCE MANAGEMENT EDITION

## OPTIMISE, PREDICT, AND ADAPT

### TIME AND ATTENDANCE

Record hours and monitor attendance for fair and accurate pay.

### KEY METRIC FORECASTING

Algorithmic generated predictions to inform staffing and operational needs.

### SCHEDULING

Build, adapt and swap shifts easily, balancing service performance and cost.

### LABOUR DEMAND AND OPTIMISATION

Automate schedule creation to match demand with the right people, creating fair and efficient rosters.

### PAY EDITION



## PRECISION YOU CAN TRUST

### **PAYROLL**

Real-time, accurate payroll with automated checks and anomaly detection.

### **EXPENSES**

Simple submission and approval workflows for employee expenses.

### **FINANCIAL WELLBEING**

Educate and empower employees to understand payslips and manage pay flexibly.



Powered by  
Benifex

### **BENEFITS EDITION**

## PERSONAL, VALUED, AND ENGAGING

### **FLEXIBLE REWARDS AND ALLOWANCES**

Deliver benefits that matter to employees.

### **AUTOMATION AND COMMUNICATION**

Built-in messaging promotes employee understanding and engagement with their benefits.

### **DISCOUNTS**

Access to everyday discounts and savings opportunities.



# AI IN ACTION: ELLA AND ZIP

## ELLA – Your AI HR Assistant

- Provides 24/7 guidance on pay, benefits and HR processes.
- Reduces HR workload by handling routine queries.
- Maintains policy-consistent communication and supports wellbeing.
- Predicts trends, identifies anomalies and helps leaders make data-driven decisions.



## ZIP – The Power Behind the Platform

- Brings all workforce data into one system.
- Provides insights to help HR leaders, managers and executives make faster, smarter decisions.
- Together with ELLA, shifts workforce management from reactive to proactive.

# WHAT SETS ZELLISONE APART



## One platform

Turn HR and payroll into a productivity engine. AI tools like ELLA, anomaly detection and realtime reporting save time, reduce errors and give everyone greater control and insight.

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## Personalised employee experience

Make every interaction relevant. Role-specific prompts, tailored benefits and unified communications keep staff informed, engaged and connected, while staying compliant in the UK and Ireland.

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## Strategic HR leadership

Transform HR into a driver of change. Predictive insights and automated processes free teams to make confident, data-led decisions and create a transparent, forward-thinking workplace.

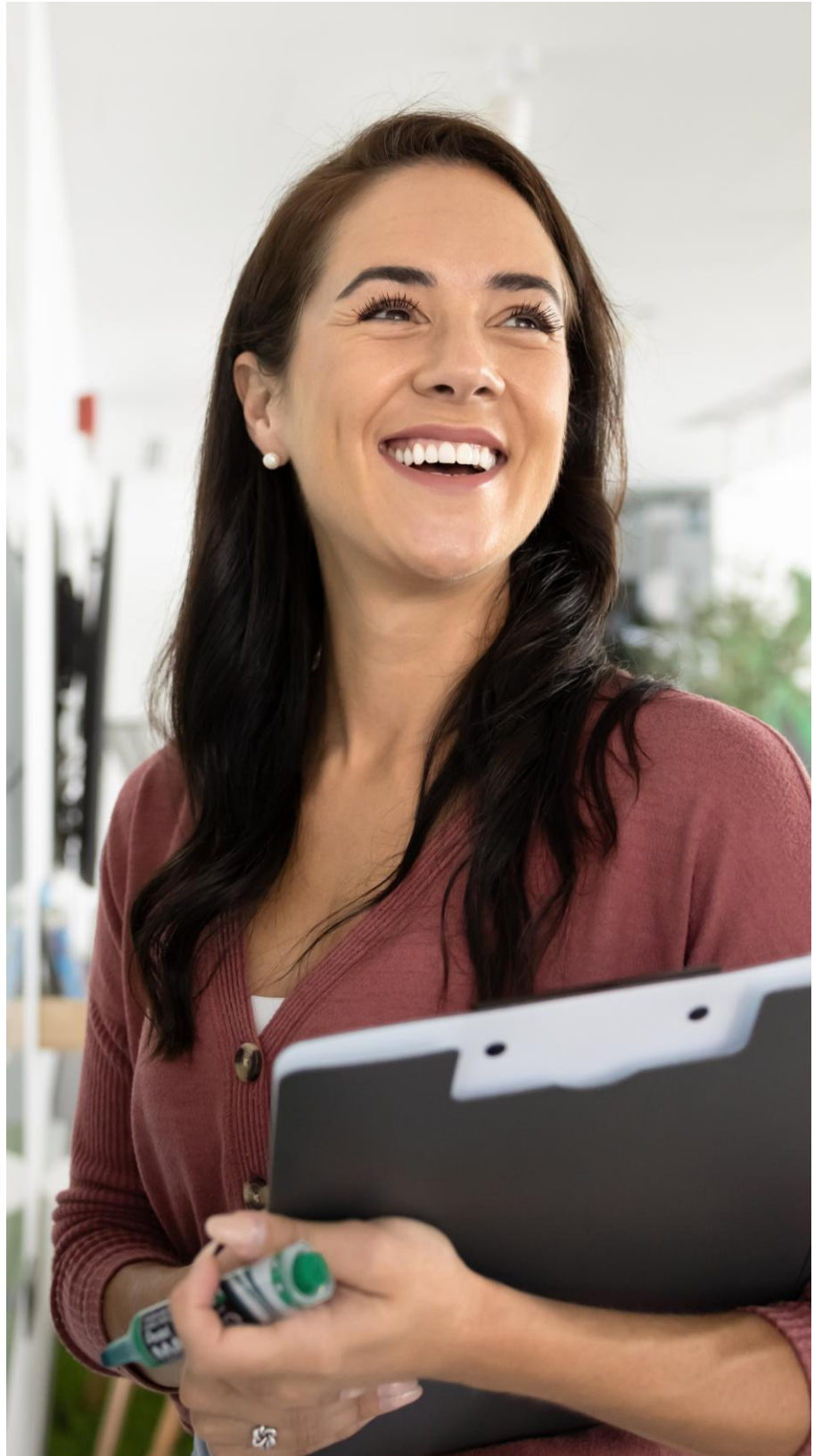
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## Measurable impact

See the difference HR makes. Real-time reporting highlights cost and time savings, giving leaders accurate data to make informed decisions with confidence.

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# WHY ZELLISONE



## All-in-one platform

- Manage every aspect of your workforce in one place.
- Create a seamless journey from hire to retire.
- Consistent HR operations across teams and locations.



## Unified data

- Accurate, connected data informs faster, smarter decisions.
- Identify workforce trends and risks before they escalate.



## AI-enabled intelligence

- Predictive insights anticipate staffing needs and skills gaps.
- Intelligent automation reduces repetitive tasks.



## Configurable and scalable

- Tailor workflows, reporting and processes to your organisation's needs.
- Scale effortlessly as your business grows.



## Consumer-grade experience

- Modern, intuitive, mobile-friendly platform.
- Employees understand pay, benefits, schedules and learning opportunities clearly.



## Seamless integration and future-ready technology

- Open APIs and pre-built connectors integrate with existing business systems.
- → Multi-cloud architecture using AWS and Azure promotes security, flexibility and scalability.



## The value you gain

- Strategic HR and payroll
- Smarter, data-led decisions
- Increased productivity
- Engaged, satisfied workforce
- Cost efficiency and reduced errors

***“Zellis’ focus on empowering employees is a crucial factor for us here at Scoffs. The system has really given employees greater flexibility and autonomy, enhancing overall employee experience and satisfaction.”***

**Amanda Smyth**  
People Director at Scoffs Group

# ZELLIS ADVISORY AND SUPPORT SERVICES

**Expert consultancy to help your organisation make smarter decisions**

We partner with you to release the value of your investment in technology and our services.

|                                     |                                        |                                 |
|-------------------------------------|----------------------------------------|---------------------------------|
| Strategy workshops and development. | System performance reviews and audits. | Role-based onboarding journeys. |
| Digital transformations.            | Tailored consultancy engagements.      |                                 |

## Zellis Management Consulting

**Helping leaders reshape strategy, operating models, and platform performance.**

- Management consultancy for HR, Talent Management, Pay, and WFM transformation.
- Platform assessments and health checks to optimise return on investment.
- Operational readiness and change strategy.
- Decision support that aligns people, tech, and business outcome.

## Customer Learning

**Learn how to confidently use ZellisONE**

- Instructor-led and on-demand learning.
- Role-based onboarding and tailored learning journeys.
- Leadership and people manager enablement.
- User adoption and support.
- Capability uplift that grows with your business.

# Zellis BI Consulting

We understand the critical need to continuously evaluate and compare data. For this step to be carried out smoothly, HR and Payroll teams need to have the ability to compare present data versus historical data, and to evaluate changes and trends.

This may be to analyse key performance indicators such as staff turnover, absenteeism, or cost to hire. Alternatively, this information may be supplied to managers and supervisors via self-service dashboard widgets to evaluate team performance or it may be presented in the form of much more detailed management reports to senior stakeholders.

Our BI consulting service provides you with the choice of 6, 12, or 24 days to benefit from our skilled Business Intelligence consultants at any time you wish. The purpose of this service is to enable clients to have scheduled monthly time with a Zellis Business Intelligence consultant to support them with new reporting requirements, changes to existing operational reports, provide insight to the data, and what that means to their business.

Our consulting division has experts in the following areas and more:

- Report development and changes
  - Cognos, Power BI, ResourceLink Reporting Services, BusinessObjects
- HR and payroll Data Strategy
- Data extraction consultancy
- Data quality audit
- Power BI dashboard development
- Data insight consultancy
- Training

# Flexi Consulting

Unexpected changes or shifts in business priorities can make it difficult to access the support and expertise you need, especially when every request requires additional approval or administration.

Our flexible consulting service gives you a choice of 6, 12, or 24 days per year to use whenever you need support from our specialists. Flexi5 might be used to set up a new pension scheme, Flexi10 to support a hierarchy restructure, or Flexi15 split across multiple initiatives such as an acquisition, security refresh, and benefits rollout. You choose how and when to use your days.

For larger requirements, FlexiCustom provides more than 24 days, tailored to the scale and type of projects your organisation plans to undertake.

There's no need for pre-planning or extra agreements. Simply purchase your bundle, select the specialist you need, and we'll track and update the remaining days as work is completed.

Our flexi consulting service covers all areas of our expertise, including:

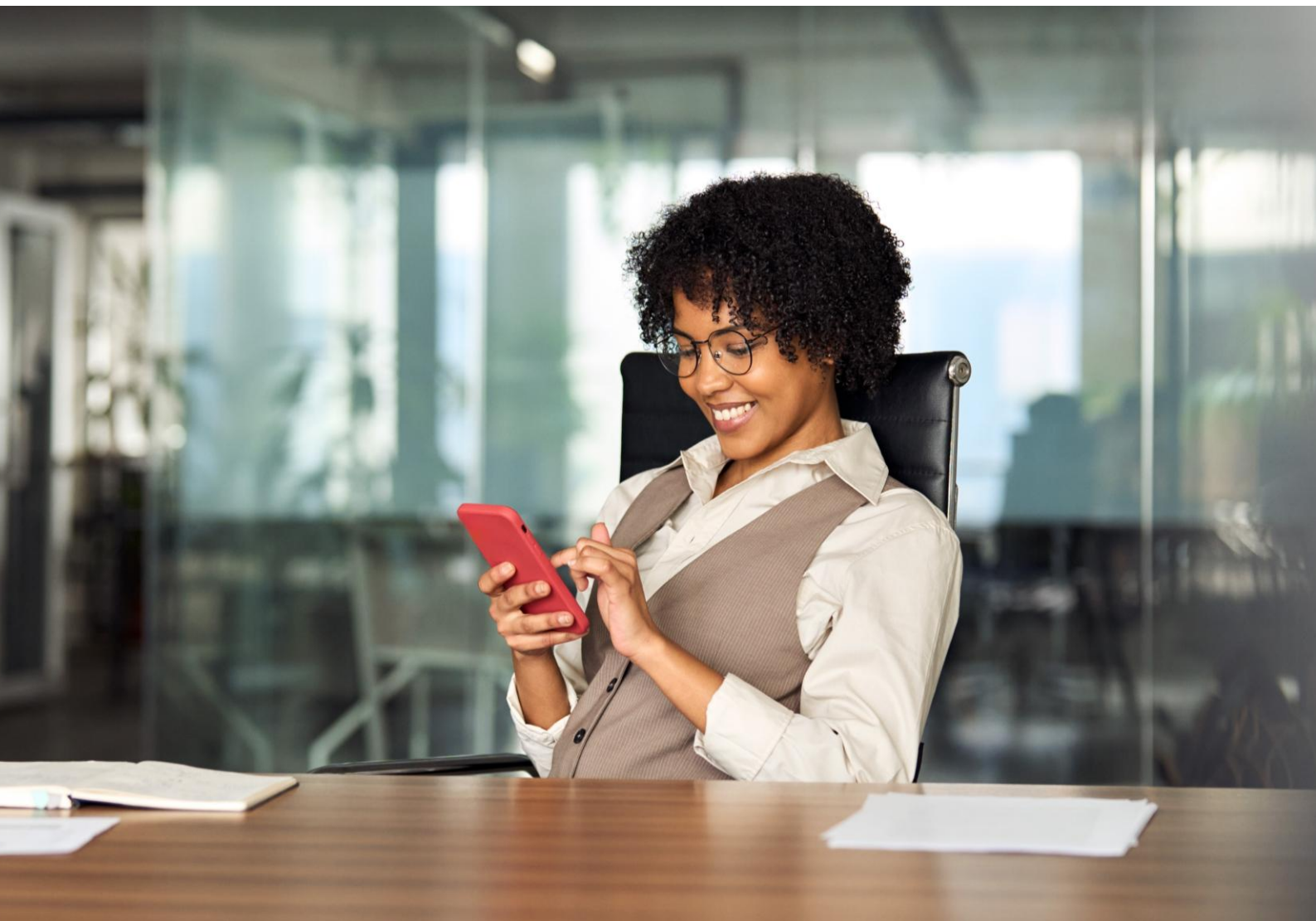
- Project management
- Application consultancy
- Data migration
- BI consultancy (Cognos, Power BI, BusinessObjects)
- Testing
- Integration
- Training

# Reward Consultancy

Zellis Reward Consultants deliver a range of projects related to Pay Equity and Pay Structure design using a blend of technology and consultancy advisory services.

Our services include:

- Development of pay and grading structures based on the outcomes of an organisational wide job evaluation review based on equitable design principles.
- Review of pay and grading structures to take account of changing organisation requirements and in response to changes in external factors such as increases in minimum wage rates.
- Equality Impact Assessment of proposed changes to pay and grading, fixed and variable pay and terms and conditions.
- Pay Equity reviews following the Equality and Human Rights Commission Five Step process for Equal Pay Audits.
- Review of existing approaches to job evaluation including scheme reviews.



# Application Management Services

Fully utilise the extensive capabilities of Zellis HR and payroll solutions with optimal configuration and continuous maintenance. Our Application Management Service means we'll review new releases with you and highlight how to get the most benefit from the latest features and updates.

## Services available

### TECHNICAL CURRENCY AND ROADMAP

We review upcoming releases with you, explain new functionality, assess change requests, and help plan future system changes.

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### DYNAMIC CONFIGURATION AND REPORTING

Specialists apply agreed minor system changes, test them thoroughly, and support configuration needs as your organisation evolves.

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### APPLICATION MAINTENANCE

Routine maintenance, retention, housekeeping, and process improvements to keep your system performing effectively.

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### HIERARCHY MAINTENANCE

Maintenance of the HR and payroll hierarchies held within the application. New post and structure unit creation and post-to-post maintenance.

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### SECURITY MANAGEMENT

Managing user access and security profiles, applying any required updates, and performing regular reviews to keep access aligned to business needs.

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### SYSTEM EVALUATION

Annual evaluations to identify improvement opportunities, review usage patterns, and recommend enhancements to optimise user experience.

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### INCIDENT AND ALERT MANAGEMENT

Incident reporting, monitoring support cases, coordinating with relevant teams, and keeping you informed of system updates or downtime.

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# Payroll Assistance Service

***Our payroll experts are available at short notice to support specific tasks, troubleshoot issues, and highlight opportunities to improve your processes. They can also help you build a business case for moving to a fully managed service.***

Our assistance team are experienced payroll professionals who can step in during emergencies, provide short- or long-term support, and advise, guide, and provide hands-on support - working as an extension of your team when needed.

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## Emergency Support

If your payroll run is at risk due to IT issues, staff absence, or a Cyber-attack, we can help.  
Emergency payroll processing

- Urgent reconciliation activity
- Assistance with Employee and Third-Party BACS
- Support with audits

## Assistance Pack

We support in-house teams and stakeholders with payroll processing and can put in place a longer-term arrangement to build ongoing confidence.

- Help Desk and Legislative updates
- Access to payroll experts as and when you need it
- Surgeries and scheduled support aligned to processing timetable
- Pack includes support with CARD, Pay review, Year End

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## Contingency Service

Our service can form part of your business continuity plan.

Ongoing assurance for emergency payroll processing  
Knowledge transfer and set up to support instant service readiness

Service can be activated with immediate effect if contingency is required.

## Annual Events

Support with those tasks that only require attention every 12 months. We can undertake the task or support you through it.

- Year End Support
- CARD
- Pay award processing

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## New Customer Support

Worried about getting through those first few months using new software? We can help.

- Support for inhouse payroll team as you Go Live on ZellisONE
- Help with optimum processing techniques, establishing controls and timetables
- Floorwalking and hand holding as you learn and gain confidence

## Payroll Processing Health Checks

We can review your end-to-end payroll operation to surface short- and medium-term wins.

- Rapid health checks
- End-to-end process reviews
- Focus on compliance and making best use of ZellisONE functionality
- Recommendations and suggested approach to improvements

# ABOUT ZELLIS

***Zellis helps organisations unlock better outcomes by creating exceptional experiences for their people.***

As the leading provider of AI-enabled HR, workforce management and pay software across the UK and Ireland, we put employees at the heart of every solution. Our tools give teams the insights, flexibility and support they need to perform at their best. By removing barriers and embracing innovation, we empower organisations to reimagine what's possible. Together, we unlimit what's next for both people and performance.

In 2025 we brought together the very best of Zellis, elementsuite and Hastee into a seamless experience, providing a single, coherent system for the modern workplace.

Together, we deliver an adaptable, best-in-class, end-to-end solution that helps customers achieve smarter, faster and more confident HR, workforce management and pay outcomes. At Zellis we understand the urgency and scale of modern workforce needs and we support the full employee lifecycle.

Our solutions empower the largest organisations in the UK and Ireland to support and pay their workforce. Zellis was named Payroll Software Supplier of the Year at the Global Payroll Awards 2024 and 2025. Zellis has been recognised as Payroll Software of the Year (CIPP 2020, 2021, 2024), has won the HR and Payroll Software Product Award (The Rewards 2019, 2021, 2023, 2024) and the Service Provider Team Award (The Rewards 2025).

***“The innovative technology will support our endeavours to improve operational efficiency across the organisation, consolidating all people processes to save time and improve productivity. The team at Zellis have been brilliant during the selection process and we look forward to continue working side-by-side during implementation.”***

**Tom Ramsden**

Head of Hotel Systems at Warner Hotels.



## FAST FACTS



**2.4M**

EMPLOYEES PAID MONTHLY



**99.99%**

NET-PAY ACCURACY



**29M**

PAYSLIPS PROCESSED ANNUALLY



**TRUSTED**

BY CIRCA 500 ORGANISATIONS  
ACROSS THE UK AND IRELAND



**55+ YEARS**

HR AND PAYROLL EXPERTISE



**£24.9BN**

PAID THROUGH ZELLIS MANAGED  
SERVICES ANNUALLY



**10%**

REDUCTION IN EMPLOYEE  
TURNOVER



**5M**

EMPLOYEES EXPERIENCE  
EASY ACCESS TO BENEFITS



**AWARD-WINNING**

PAYROLL SOFTWARE SUPPLIER OF THE YEAR [GLOBAL PAYROLL AWARDS 2024 / 2025]  
PAYROLL SOFTWARE OF THE YEAR [CIPP - 2020 / 2021 / 2024]  
HR AND PAYROLL SOFTWARE PRODUCT AWARD [THE REWARDS - 2019 / 2021 / 2023 / 2024]  
SERVICE PROVIDER TEAM AWARD [THE REWARDS - 2025]

# TRANSFORMING WORK. EMPOWERING PEOPLE. UNLOCKING POTENTIAL.

***ZellisONE is an AI-enabled, scalable and configurable workforce solution covering the entire employee lifecycle. Personalised experiences empower your people and enable your organisation to perform at its best.***



## ONE CONNECTED PLATFORM

HR, workforce, pay, talent and benefits in a single system.

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## AI-DRIVEN INSIGHTS

Predictive analytics for better decisions.

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## PERSONALISED EXPERIENCE

Relevant, meaningful interactions.

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## SMARTER WAYS OF WORKING

Automation, anomaly detection and workflow optimisation.

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## PROVEN CREDIBILITY

Circa 500 organisations trust Zellis.

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# TAKE THE NEXT STEP

*The tools to empower. The tools to transform. The tools to unlimit. ZellisONE is your strategic enabler for workforce transformation.*

**Book a demo today** and see how ZellisONE can transform your workforce journey, from hire to retire, with one AI-enabled platform.

For **Zellis Terms & Conditions**, including our **Data Processing Agreement**, visit <https://solutions.zellis.com/terms-and-conditions>.

Visit <https://solutions.zellis.com/service-description-guide> to download our **Service Description Guides**.

Zellis **Privacy Policy** is available at <https://www.zellis.com/privacy-policy/>.

For further information please visit **zellis.com**

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Zellis ONE brochure editable - latest.docx

**zellis.com**

**UNLIMIT  
WHAT'S  
NEXT** The Zellis logo, featuring the word "zellis" in a bold, lowercase sans-serif font. A small red triangle is positioned above the "i" in "zellis".