

ZELLIS HCM & HCM AIR

AWARD-WINNING HR & PAYROLL SOFTWARE AND SOLUTIONS.

Highly configurable and scalable market-leading HR and payroll, designed to meet the most demanding requirements and deliver efficiency to your organisation.



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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OUTDATED INTERFACES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 HCM AND HCM AIR

Our HCM technology

In today's fast-moving and often unpredictable world of work, the strength of your human capital management (HCM) technology is critical. It's no longer just about running efficient HR and payroll processes. Organisations need confidence that they're meeting complex regulatory demands, the ability to turn untapped data into meaningful insights, and modern digital tools that elevate every part of the employee experience.

Zellis HCM is a modern, capable platform designed to help organisations engage their people, empower leaders with data-driven insight, and unlock greater operational efficiency. By bringing these capabilities together, Zellis HCM supports stronger connections between employers and employees - helping people and organisations thrive.

Moving to the cloud

Digital transformation and adopting a cloud-first policy is imperative for the public sector, however the move from on-premise to Cloud doesn't have to be daunting. We have the people and expertise to support your organisation whether it concerns business complexity, resistance to change, or a shortage of internal resources. Our HCM Cloud provides that stepping stone and can be blended with our additional offerings such as value advisory to provide advice, guidance, and extra support when you need it most.

Zellis HCM advantages

SIMPLE INTEGRATION

Connecting payroll, HR, benefits, recognition, and productivity tools into one integrated experience. Open API architecture supports seamless third-party integration, creating faster and more efficient ways of working.

HARNESSING THE POWER OF DATA

Bring systems together to unlock powerful cross-product analytics. Discover meaningful insights that help organisations work smarter and provide colleagues with clearer, more actionable intelligence.

NEAR-UNLIMITED SCALABILITY

As needs change, Zellis HCM allows for the scaling of operations quickly and easily with minimum disruption or fuss. With the optimal provisioning of resources, you can avoid unnecessary costs.

RAPID IMPLEMENTATION

Migrate to Zellis HCM with minimum disruption to your live service. Moving forward, our approach allows us to deploy software updates faster and more reliably, so you will know you're always working with the latest versions of our apps.

HIGHEST LEVELS OF SECURITY

World-class security provided by Microsoft, featuring multi-layered, built-in security controls with single sign-on and streamlined compliance, meaning your data is as secure as it can be.

REACHING CARBON NEUTRALITY

Microsoft has committed to becoming the only carbon neutral public cloud provider by 2030, allowing both us and you to further play our part in helping to protect the environment.

INSIGHTS AND ANALYTICS

Zellis HCM provides two complementary tools to meet every reporting, analytics, and insight requirement – giving organisations fast access to meaningful data, from day-to-day operational reporting to strategic workforce intelligence.

Instant, real-time reporting

Our integrated real-time reporting tool includes **200+ pre-built system reports** covering key areas such as attrition, sickness, holidays, and payroll readiness. Designed for non-technical users, it enables quick ad hoc report creation and intuitive drill-downs into specific data sets. Reports are available **from day one**, supporting rapid time-to-value, while inherited security rights and role-based controls mean each user only sees the data they are authorised to access.

- 200+ ready-to-use reports
- Instant deployment and rapid value
- Easy ad hoc reporting and drill-down
- Role-based security for controlled access

Advanced analytics with Microsoft Power BI

Zellis HCM includes a **built-in connector to Microsoft Power BI**, enabling organisations to transform data within the Zellis Intelligence Platform into rich, interactive dashboards. Users can explore insights using natural language queries and simple, Excel-style expressions.

To accelerate adoption, Zellis provides a set of **pre-built dashboards** covering areas such as compensation, flight risk, headcount, turnover, DE&I trends, and payroll activity – delivering key metrics and predictive analytics at the click of a button.

Two ways to use Power BI:

- **EMBEDDED POWER BI:** Access powerful dashboards directly within Zellis HCM – ideal for organisations without their own Power BI estate.
- **CUSTOMER POWER BI SUBSCRIPTION:** Use the OData connector to build blended datasets that combine Zellis data with other business sources.

ZELLIS HCM AIR

Zellis HCM AIR has been developed with cutting-edge artificial intelligence and realtime payroll innovations to offer greatly enhanced functionality, user experience, efficiency, accuracy, and value.

Combining AI and Realtime, Zellis HCM AIR replaces traditional batch processing with a responsive 'always-in-calc' model.

AIR keeps your payroll up to date all month long, removing the pressure of the end-of-month rush. Your team can spot errors earlier and find solutions before payday.

What you gain with Zellis HCM AIR

REALTIME PAYROLL

Replaces traditional 'batch' processing with an 'always in calc' model, allowing HR teams to spread work across the month, rather than concentrating it at month-end.

INTELLIGENT ANOMALY DETECTION

Continually monitor incoming data and check for irregularities, improving accuracy and saving time.

INTELLIGENT DATA INPUT

Enhance efficiency and colleague experience by streamlining the time-consuming work of repeatedly entering critical information.

INTELLIGENT PAYSLEIPS

Improve financial understanding and wellbeing, while saving time for HR and Payroll teams.



**THE RESULT: AI-ENABLED HR AND PAYROLL THAT
EMPOWERS TEAMS TO WORK SMARTER, FASTER, AND WITH
COMPLETE CONFIDENCE.**

THE VALUE ZELLIS HCM AIR BRINGS

Future-proof your HR and payroll with Zellis HCM AIR & Cloud. Combining AI and real-time technology, it automates data entry, detects anomalies instantly, and simplifies payslips - reducing errors and costs while delivering efficiency and scalability for tomorrow's workforce challenges.

ENGAGED

Colleagues

Deliver the exceptional employee experiences your people expect with consumer-grade tech and support for wellbeing.

EMPOWERED

leaders

Unlock the potential of your people-managers, with workflows and data visualisations that enable true insight-based decision making.

EFFICIENT

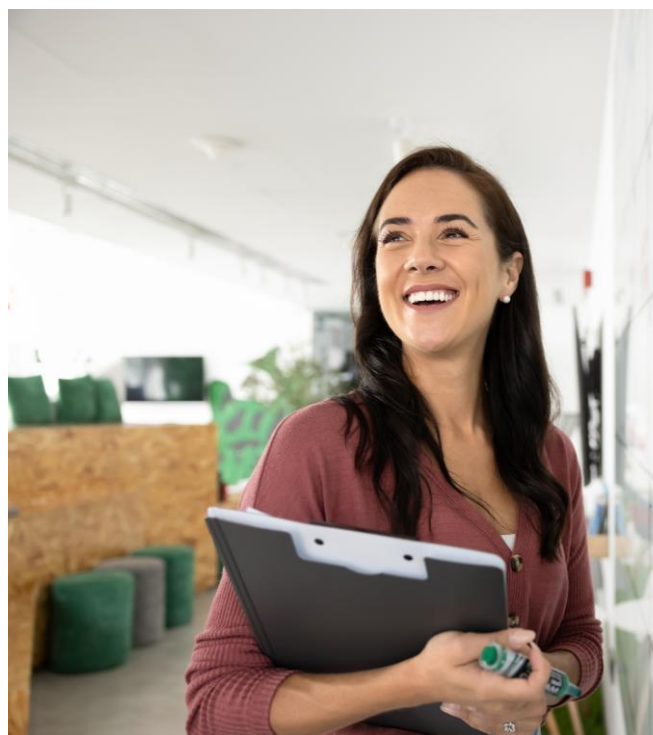
organisations

Lead with accuracy and simplicity through streamlined solutions, grounded in an open, intelligent technology platform.

“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



FLEXIBLE EDITIONS

We believe in providing customers with a solution that best meets their needs, which is why with Zellis HCM we offer choice through our editions.

Zellis payroll edition

For customers looking for a best-of-breed solution for UK and/or ROI payroll that works in harmony with their existing HR solution. This edition provides the benefit of having not only been built on our award-winning payroll platform but has been further transformed through our unique agile payroll processing, interactive payslips, deep analytics, and seamless integration.

Proven at scale

The most advanced payroll engine in the market, supporting customers from 1,000 to 100,000+ with no limits on the number of pay groups or pension schemes. Our highly sophisticated single-instance, payroll engine can be easily configured to meet even the most complex requirements in both private and public sector organisations, enabling accurate and timely payments for a better employee experience.

Compliant core

Market-leading levels of payroll compliance built into the core product. With over 400 automated checks and controls, such as running pension auto-enrolments and opt outs, background calculations for average holiday pay and full audit capability.

Multi-territory support

For the UK, Republic of Ireland, Channel Islands, Gibraltar, and the Isle of Man. We automate more National Minimum Wage compliance than other products in the market. Pensions and benefits are fully integrated into the system, keeping your employees informed of their rewards.

Financial wellbeing built into HCM AIR

Our integrated financial wellbeing solutions support your people with practical tools to manage their money with confidence.

Interactive payslips

- Interactive glossary to explain payslip terminology.
- AI-enabled, plain language explanations for pay changes and their reasons.

Work Report™ integration

- Digital employment and income verification service from Experian.
- Removes the need to collate, print and verify documents, saving HR teams valuable time.

EARN

Earned wage access

Instant access to a portion of earned wages as it's needed.

Earnings tracker

Track shifts, earnings, and withdrawals.

Weekly salary

Automated pay withdrawals to simulate weekly salary for those paid monthly.

LEARN

Financial education

Personalised news, tips, tools, and interactive modules from Nudge.

Financial health checkup

Discover your financial health score and get actionable tips and resources to improve it.

AI financial assistant

Help to navigate your financial health journey with confidence and make smarter money decisions.

SAVE

Discounts

Exclusive discounted vouchers from top brands, using your Hastee balance.

Savings

Automated monthly savings to build emergency funds, meet savings goals and achieve financial stability.

Benefits calculator

Check, identify, and claim your entitled government benefits, including a dashboard with instructions, financial wellbeing support, and benefits tips.

BENEFITS AND DISCOUNTS

Your employees can save money with hundreds of well-known retailers and service providers, achieving savings of up to £1,400 per annum – an amount sufficient to significantly offset some of the challenges experienced through recent cost of living increases.

Users can save several different ways, including:

- Vouchers and coupon codes: use the voucher code online at checkout or present it in-store to get your discount.
- Cashback: all you have to do to earn cashback is click on the link in your discounts website, and money then accumulates in your cashback account, which you can transfer to your bank account at any time.
- Shopping cards: select the retailer you want and immediately pay less for a pre-paid shopping card which you can use in-store or online. This includes:

GIFT/RELOADABLE CARDS

Save money with retailers when you have their physical (plastic) gift card in your wallet, in some instances cards can also be topped up whenever you need.

EGIFT CARDS

Save immediately with retailers and have the electronic gift card sent directly to your phone. Great for on the go shopping whenever you are in store.

BYOND CASHBACK CARD

A prepaid spending card that earns employees up to 15% cashback on their card at over 70 high street retailers, restaurants, and supermarkets.

DISCOUNTED WEBSITES

Save all year round on big name brands with pre-discounted websites.

CINEMA DISCOUNTS

Enjoy up to 55% off at cinemas nationwide, with a huge selection of locations, or watch the latest movies at home with Sky Store, Rakuten TV, and Chili.

FUEL CARD

Our UK Fuel Card offering allows employees to benefit from a guaranteed discount of 2p per litre off the pump price.

EPP STORES

Preferential pricing with Employee Purchase Programmes through a range of different partners including Apple, Samsung, and HP.

SHORT-TERM HOT DEALS

Over 100 new offers per week, a continuous feed of short-term exclusive savings, usually only available for periods of seven days or less.

Zellis HR and Payroll Edition

Zellis HR and Payroll Edition brings together our award-winning payroll solution and powerful HR capabilities in one adaptable, intuitive, and deeply connected HCM platform. Built for efficiency and designed around a standout user experience, it gives HR teams and employees the tools they need to work smarter, collaborate easily, and make confident, data driven decisions.

Our HR software provides an automated, flexible environment where teams can create their own workflows, streamline everyday tasks, and support managers through secure self-service. With seamless integration to Microsoft Power BI and Microsoft 365, Zellis HR & Payroll Edition fits naturally into the way people already work - helping organisations unlock value without complexity.

Core HR

Core HR delivers a consumer grade experience with function rich capabilities that drive simplicity and efficiency across the employee lifecycle.

Key features include:

FLEXIBLE ORGANISATION STRUCTURES:

Configurable hierarchies and post based defaults used consistently across modules.

COMPREHENSIVE DATA MANAGEMENT:

Personal information, qualifications, holiday entitlement, absence details, and more - all in one place.

USER CENTRIC DASHBOARDS:

Fast access to the full range of HR data through clear, intuitive screens.

SECURE SELF-SERVICE:

Employees and managers can quickly access and update information, reducing administrative overhead.

Intuitive self-service with MyView

MyView gives people direct access to their HR information wherever they are, helping them take ownership of tasks that previously required HR intervention. Through the app or browser, colleagues can:

- update their HR profile.
- request leave.
- submit expense claims.
- view payslips.

This frees HR teams to focus on strategic initiatives, while employees benefit from fast, mobile friendly interactions.

Leave Management

Zellis Leave Management provides full control over leave calculations, entitlements, and statutory requirements. The module supports:

User definition of all types of leave and absence.	Automatic reduction of entitlements as absence is entered.	Links to pay elements where appropriate.
Pro-rata calculations for part-time employees, new starters, and leavers.	Pro-rata calculations for absences where entitlements change in a pay period.	Automatic calculation of payment in lieu of holiday for leavers.
Post-based entitlements and absence recording option.	Use of work patterns in calculating absence period and entitlement taken (if applicable).	Facilitating the buying and selling of leave.
Compliance with all statutory requirements for SSP, SAP, SPP, and SMP.	User defined rules and automatic calculation of OSP, OMP, OAP, and OPP.	Standard reports including sickness entitlement projection and OSP warning.

Power Automate Accelerator

Power Automate Accelerator brings together Microsoft Power Automate and the Zellis Intelligence Platform to simplify workflow automation. Organisations can modernise HR and payroll processes with expert guidance.

- No heavy IT uplift
- Fast automation
- Connected processes

Frictionless workflows with MyForms

MyForms replaces paper processes with scalable digital forms and routed workflows. Fully integrated into MyView, it offers audit-friendly approval chains and reporting across all devices.

- Digital workflows
- Structured approvals
- Real-time tracking

EASY AND INTELLIGENT INTEGRATION

A connected platform that brings everything together

Zellis HCM and HCM AIR is designed to integrate effortlessly with the systems and tools your organisation already uses, creating a seamless digital ecosystem that reduces complexity and accelerates value.

Powered by the Zellis Intelligence Platform

UNIFY YOUR DATA

Bring information from multiple HR, payroll, finance, learning, and talent systems into a single, trusted source of truth.

SIMPLIFY YOUR PROCESSES

Clean, intuitive views make complex data easy to understand and act on.

ANALYSE WITH CONFIDENCE

Advanced analytics reveal patterns, trends, and opportunities for improvement.

ACTION INSIGHTS INSTANTLY

Make faster, better decisions backed by accurate, connected data.

Built for effortless connectivity

- Connectors via **Zellis Marketplace** link directly to third-party systems
- **Azure AD Single Sign-On** enhances security and removes password pain
- Open architecture enables smooth integration with productivity tools and workflows.

Harness the Microsoft Power Platform

- Build **low-code PowerApps** on top of your unified Zellis data
- Automate tasks and streamline processes with intelligent workflows
- Create AI-powered chatbots with **Power Virtual Agents** to handle common queries

ZELLIS HCM AIR MANAGED SERVICES

Zellis Managed Payroll Services provide a comprehensive wrap around for our market-leading HCM AIR product, helping to pay your people accurately, compliantly, and on-time. The service evolves with your organisation and ongoing legislative changes so your teams can focus on your business, your people, your success.

Our Managed Payroll Service customers benefit from:

- **HR and payroll process optimisation**, automation, and digitalisation.
- **Enhanced payroll process and team resilience**, removing single-point dependencies and bottlenecks.
- Optimised use of Zellis tools to **maximise your return on investment**, operated by experts with broader experience than inhouse teams can achieve.
- **Improved payroll accuracy**, using well-established, streamlined control processes and automation.
- **Cost efficiencies**, through shared resources, enhanced processes and end-to-end integration.
- An **improved risk and compliance profile**, benefiting from centrally managed upgrades and using the latest functional enhancements.
- **Transformation of your current employee experience**, maintenance, and optimisation of the solution.
- **Dedicated customer portal** and help centre for service management providing transparency, communication, digitalised ways of working, and audit of management actions.
- **Highly experienced teams**, with full resilience, operating in multiple locations.
- **Leading and modern technology** to power your people solutions replacing outdated technology that may not be fit for purpose and end of life.
- A **nominated Customer Success Manager** who is relentlessly focussed on outcomes and unlocking customer value.

Zellis Portal

A secure, transparent digital gateway to your managed payroll operation

The **Zellis Portal** provides a clear, real-time view of payroll activity, bringing together data, workflows, approvals, and insights in one easy-to-use digital space. It strengthens oversight, reduces manual effort, and supports confident, auditable payroll management.

Real-time visibility

View payroll status summaries, data uploads, validation results, and exceptions as they happen.

Seamless digital interactions

Bulk file upload, secure data transfer, multi-thread interactions, and integrated call-to-action indicators keep cycles moving smoothly.

Deep insight through dashboards

Embedded analytics provide actionable intelligence to identify issues, improve processes, and enhance accuracy.

Secure approvals and workflows

Manage payroll preview, exception handling, reporting, and payment authorisation in a fully auditable environment.

Multi-site capability

The **Zellis Portal multi-site capability** gives you precise control over how payroll is managed across different locations or administrative units. Each site operates as a secure, independent environment, with permissions tailored to specific teams and roles.

This structure supports clear segregation of duties, reduces risk, and keeps users focused on the data relevant to them. Administrators can oversee one or several sites, while all interactions remain fully auditable. Multi-site models also improve efficiency by separating queries and processing tasks, with cost-centre allocation managed independently for complete transparency.



ADDITIONAL OFFERINGS

ONBOARDING

The Onboarding module transforms a new-starter process into a seamless digital experience from start to finish, enabling new hires to quickly and successfully make the move to becoming employees and brand advocates, and to feel part of the team, even before their first day. With it, users can:

- Easily communicate with new hires, including during the pre-onboarding period
- Enable a consistent onboarding process for all new hires
- Effectively reduce time to full productivity
- Strengthen your employer brand.

Your new hires will be able to access the Onboarding Hub, greatly relieving you of much of the administrative burden typically experienced with the onboarding of new employees. They will be able to view and update their personal details themselves, including providing you with their bank details. You are also able to add specific tasks to the hub that need completing before their agreed start date and monitor which tasks have been completed as the new hire marks them accordingly.

Zellis Background Checking

In today's socially connected world, reputational risk is high, and a fluid labour market makes it vital to verify candidates thoroughly. Recruiting is costly, so bringing in the right people from the start helps reduce risk and avoid unnecessary expense.

Our background checking service provides fast, comprehensive insight into potential employees, covering employment history, criminal record checks, and more. With over 25 years' experience, we deliver effective vetting that supports industry compliance and informed hiring decisions.

The service is delivered through a user-friendly, web-based portal, available as a stand-alone tool or integrated with Zellis HCM. The portal is intuitive, mobile-friendly, and accessible to both administrators and candidates on any standard browser.

Checks we undertake include:

- Criminal record checks – basic, standard, and enhanced
- Employment verification
- Educational qualifications
- PEPs and sanctions
- ID and financial
- CIFAS
- Professional qualifications and memberships
- Directorship searches
- Right to work
- Media and Social Media searches
- DVLA
- SMCR

Expenses

The Expenses module supports the recording, calculation, and payment of employee expenses, including multiple items on a single claim. Where permitted, employees can request advances that are automatically reconciled against future claims. Payments can be made through the standard pay run or a dedicated expenses run. Employees can submit claims online through the self-service portal, streamlining the process and improving accuracy.

Key benefits include:

- Employees and managers enter data directly, reducing errors and administrative effort.
- Automated policy controls highlight limits, breaches, or exceptions to claimants and approvers.
- Claims can be saved and updated at any time for added flexibility.
- Automated authorisation routes keep employees informed of progress.
- Expenses Maps integrates Google Maps to calculate mileage automatically, support route confirmation, note diversions, and manage home-to-work triangulation-including return journeys - for greater accuracy and cost control.

Compensate Job Evaluation

An effective approach to job evaluation is an essential part of validating pay equity and transparency. Several externally developed job evaluation schemes are available within Compensate, including:

- GLPC - primarily used within Local Government and other areas of the public sector.
- Agenda for Change - the recognised scheme for the NHS throughout the United Kingdom
- Universal - Zellis' own factor based analytical scheme
- A range of bespoke scheme developed by other providers that have been fully computerised by Zellis

Evaluations can be completed through a system-based questionnaire or by matching job information to an agreed Role Profile. The system also supports recording outcomes from Job Panel evaluations, even when a questionnaire or Job Matching process is not used. The system produces consistent evaluation outcomes based on the rules of the scheme and local conventions developed within the system. All systems include the ability to:

- Incorporate Help Text and Guidance for Analysts to assist with consistency
- Build the rationale for the evaluation
- Generate factor level scores in accordance with the agreed scoring framework
- own grade frameworks
- Compare roles to other roles within the organisation
- Determine the job grade based on organisations

Document storage allows key job information - such as Role Profiles, Job Descriptions, and Person Specifications - to be added directly to the job record, creating a central repository of job-related data.

The system also provides reporting tools that produce evaluation reports outlining the rationale behind each assessment for discussion with Line Managers. Additional reporting is available to help monitor the consistency of how the scheme is applied.

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 Zellis HCM and Zellis HCM AIR

- 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, book 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.

DYNAMIC CONFIGURATION AND REPORTING

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

APPLICATION MAINTENANCE

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

HIERARCHY MAINTENANCE

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

SECURITY MANAGEMENT

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

SYSTEM EVALUATION

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

INCIDENT AND ALERT MANAGEMENT

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

Payroll Assistance Service

Whether you use our software or the Zellis Managed 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.

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.

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. This 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.

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 HCM.
- 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 Zellis HCM functionality
- Recommendations and suggested approach to improvements.

PARTNERS

We are able to offer a range of recruitment, learning and time & attendance solutions through our partnership network. Zellis partners are selected for specialist solutions based on their capability and capacity to achieve the required deliverables while optimising costs. All our partner solutions can be fully integrated with Zellis HCM Cloud via API connectors or flat-file interfaces.

Cornerstone

Cornerstone's solutions are used by over 7,000 customers worldwide, spanning more than 100 million users across over 180 countries and over 50 languages. Their customers use their solutions to source and recruit top talent, develop employees throughout their careers, engage all employees effectively, improve business execution, cultivate future leaders, and integrate with their external networks of clients, vendors, and distributors.

Like everyone else, Cornerstone want implementations to be simple and fast for their customers. But they also operate in the spirit that customers are unique, and that their delivery model should be robust and agile enough to meet the needs of their business. Cornerstone has designed the delivery experience around everything they've learned customers need to be successful: clarity of outcomes, simplicity, agility, and the most efficient path to creating value for their business.

One of the many advantages to their delivery model is the ability for customers to access and work in their portal from the very beginning of the implementation. Cornerstone do this by conducting discovery activities right from the start. Customers can share what they already know and how their business works. They then get to work in the portal based on what they know and what works for businesses like yours. Their process enables customers to use their time with their consultants in a meaningful way, focusing on the business outcomes they desire to achieve.

Their program is delivered in three phases to provide quality and expediency to their customers:

1. Discovery/Prototype
2. Functional Consulting
3. Validate and Launch

Cornerstone has implemented thousands of customers across the globe, covering organisations of various sizes, industries, and complexities. They've learned what it takes to enable their customers to make a successful leap to impact.

Eploy

Eploy is the complete Talent Acquisition Platform for modern in-house recruitment teams that fully integrates with Zellis HCM to support the end-to-end recruitment process, from posting a vacancy to creating signable contracts and offers. Eploy combines Applicant Tracking, Recruitment CRM, Employee Referrals, Onboarding and Analytics into a unified web-based platform that integrates seamlessly with your careers site to provide the ultimate experience for recruiters, candidates and hiring managers.

No matter how complex your internal processes are, Eploy will work closely with you to understand your business challenges and identify any issues and obstacles that need to be overcome. Eploy's Solution Specialists are experts in talent acquisition, having worked across the recruiting landscape with organisations from 100 to over 100,000 employees to deliver award-winning talent acquisition transformation.

Features

- Job requisition and approval management
- Talent pooling and pipelines
- Candidate attraction, recruitment marketing and job posting
- Candidate relationship management & talent nurturing
- Applicant tracking system (ATS)
- Recruitment process workflows and optimisation
- Candidate assessment and video interviewing
- Job offers, onboarding and electronic signatures
- Recruitment analytics and dashboards
- Compliance features for GDPR and name-blind hiring

Benefits

- Accelerate your time to hire
- Reduce your cost of hire
- Enhance your candidate experience
- Improve your quality of hire
- Communicate your employer brand
- Build and nurture talent pools
- Manage your PSL vendors efficiently
- Improve your employee on-boarding
- Measure your recruitment processes in real-time with Eploy ATS
- Reduce unconscious bias with name-blind recruiting

CUSTOMER SUPPORT

Our customer support model is omni-channel and multi-faceted. We will tailor support specifically to meet your requirements and whether you opt for a SaaS solution or a Managed Service solution. Core elements of the support we provide are outlined below. We would be pleased to discuss these further as part of our ongoing discovery and confirmation of scope.

Customer success

Regardless of the solution chosen, we will provide you with a nominated Customer Success Manager (CSM) to support you throughout all phases of the development, implementation, and operation of your new solution, significantly accelerating your time to value. Your CSM will focus on supporting you achieve your business outcomes throughout your partnership with us.

Our CSMs play a critical role in the ongoing management of our customer relationships and are included as a standard feature of our service.

With a focus on value and business outcomes over the customer lifecycle, the main objectives of our CSMs include:

- Being a **trusted advisor** and primary contact point, responsible for the end-to-end customer experience and overall success of the relationship.
- Managing and **championing product adoption, service improvements**, and change control activities.
- Recommending **good practice** and opportunities for optimisation of your solution.
- Conducting review meetings focused on achieving **agreed business outcomes** and sharing updates from Zellis.
- Identifying and pursuing **customer development** areas.

Core duties

The Zellis CSM role was developed with the simple objectives of transforming customer engagement from a 'reactive' to a 'proactive' mindset, driving product adoption and usage, and delivering value to the customer. Below is a summary of how we will work together:

- **Customer onboarding** – new customer onboarding is one of the most important roles we undertake. Your CSM will work with the assigned project management team and help set you on the shortest path to value, so that you will see a return on your investment as quickly as possible.
- **Account performance** – your CSM will validate that we understand what success looks like in terms of key business outcomes and to work with you to achieve these, encompassing short, medium, and long-term goals.
- **Customer advocacy** – we are not seeking merely a good relationship with you – we want you to be delighted with every aspect of the service and products that we provide, and to be an advocate for what we do and how we do it. To this end, your CSM will routinely engage you in a range of feedback initiatives that may include customer satisfaction surveys, Net Promoter Score assessments and external reviews, and may ask you to support us as a point of reference, be that written, verbal, or via a case study.

Customer Help Centre

Our password-secured online Customer Help Centre website provides information and support to registered customers 24-hours-a-day, 7-days-a-week, at no additional charge. The Customer Help Centre includes the following:

KNOWLEDGE

Articles and documents are available in the knowledge base to help you with frequently asked questions, upgrades to the latest releases, access to our legislation hub, changes in support services, and more.

CHAT

Our live chat service is easy to use and can quickly provide answers for basic “advice and guidance” questions. Chat is available 09:00 to 17:30 (UK time) Monday to Friday, excluding bank and public holidays in England.

MENU OF SERVICES

Various options are available for you to request services or support, including upgrades to Zellis HCM when appropriate.

CASES

View up-to-date details of progress when you’ve requested services or support and provide additional information and authorisations if required.

SUBSCRIBE FOR EMAILS

Subscribe for notifications of the latest information straight to your inbox as soon as we make it available. You can unsubscribe too at any time.

SET UP OTHER USERS

Your help centre administrator can do this via the Customer Help Centre.

USER GUIDES

Handbooks, videos, and technical manuals with screen shots and examples are also available on our Customer Help Centre website, available 24/7.

Customer Support Helpdesk (case management)

Our customer support helpdesk manages incidents/issues raised by customers. The core operational hours are 09:00 to 17:30 Monday to Friday (excluding Bank Holidays) and is staffed by dedicated support consultants. Depending on priority, cases can be raised via telephone, chat, or via the online customer help centre. Outside of core hours, cases can be logged via the customer help centre 24/7.

The helpdesk is underpinned by a robust Incident Management System which enables support requests to be logged efficiently, issues to be managed and resolved effectively, and progress to be monitored throughout.

Case prioritisation

Cases are prioritised as agreed between the support consultant and customer, based on standard Service Level Target (SLT) criteria. Service Level targets are published within the SLT, providing target response, resolution, and escalation times for each category of priority.

Full visibility of progress is provided through to case closure. Online reports are available showing open and closed calls in detail or summary format.

Priority	Level	Description
PRIORITY 1	Critical	An issue/event that severely impacts the delivery of your service (such as a failure causing impact across the full payroll/HR/recruitment service, employees not paid or not paid correctly, significant additional work to you, loss of service). The situation halts your business operations, and no procedural workaround exists. Any issue which is liable to result in a payroll or HMRC deadline being missed.
PRIORITY 2	Urgent	An issue/event where the delivery of your service is functioning but at a severely reduced standard (e.g., a failure causing impact across part of the payroll/HR/recruitment service, some employees not paid or not paid correctly, additional work to you). The situation is causing a high impact to portions of your business operations, and no procedural workaround exists.
PRIORITY 3	Important	An issue/event that involves partial, non-critical impact on your payroll/HR/recruitment service (e.g., a failure causing impact to a process within the payroll/HR/recruitment service, a small number of employees not paid or not paid correctly, a small value of incorrect payments).
PRIORITY 4	Non-critical	A failure to deliver to expectation (such as slow response to emails, non-adherence to an agreed procedure, persistent errors impacting individual employees or pensioners).

Response times are dependent on the level of support you select from our range of option, including premium customer support levels.

Premium Customer Support

We understand that every organisation is unique, with their own corporate objectives, strategic goals, and business challenges. These differences require unique solutions, and with Zellis, you can select from a flexible suite of support services that best align with your specific requirements and can provide you with much more extensive levels of support and enhanced service level response and resolution times with extending hours available, should you need it.

We don't just deliver on our promise to create powerful products; we equip you with the knowledge needed to tackle every business challenge.

Zellis Independent User Group

The Zellis independent User Group (ZiUG) was formed in 1996 and is a community of customers dedicated to working together in partnership with Zellis. It enables our users to collaborate, take advantage of networking opportunities, learn, and share with like-minded HR and payroll professionals, and input into innovative discussions for the future development and growth of Zellis solutions.

Participating customers meet regularly (organised and chaired independently of Zellis) to share expertise and collate feedback for us. We support the group significantly because of the valuable input they provide.

ZiUG members can access a ZiUG area via our customer help centre, enabling them to communicate with the ZiUG Committee and gain access to minutes, feedback from conferences and other relevant information.

Customer webinars and meetings

We offer a range of activities designed to help customers get the best from their solution which also contribute ideas for future developments, including:

- Monthly seminars for current hot topics
- Regular Webinar/seminar briefings on upcoming legislation.
- WebEx sessions for new releases so customers can see what's coming in the technology.
- Technology days where the customer is invited to workshops on key product modules.
- Trade shows where customers can come to the stand and see the latest technologies being developed at Zellis.
- Director level conference and breakfast briefing sessions to meet with peers and discuss HR and business strategy.

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 unlimited 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]

TAKE THE NEXT STEP

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

Book a demo today and see how Zellis HCM or Zellis HCM AIR can transform your workforce journey.

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**

zellis.com

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