

zelt

One Platform for all things People

Service Definition Document

G-Cloud 15 Digital Marketplace



Contents

- 1. Executive Summary**
- 2. About Us**
 - 2.1. Who we are
 - 2.2. Our Core Values
 - 2.3. What Differentiates Us
- 3. Zelt's Platform**
 - 3.1. People
 - 3.2. Growth
 - 3.3. Money
 - 3.4. Tech
 - 3.5. Talent
 - 3.6. Time
 - 3.7. Analytics
- 4. Pricing Overview**
- 5. Support Levels**
 - 5.1. Onboarding
 - 5.2. Ongoing Support
 - 5.3. Offboarding
- 6. What Our Customers Say About Us**
 - 6.1. Case Study 1 - Shakespeare's Globe
 - 6.2. Case Study 2 - Archvale
 - 6.3. Case Study 3 - Calo
- 7. Technical Service Levels**
- 8. Accessibility**
- 9. Data, Privacy and Security**

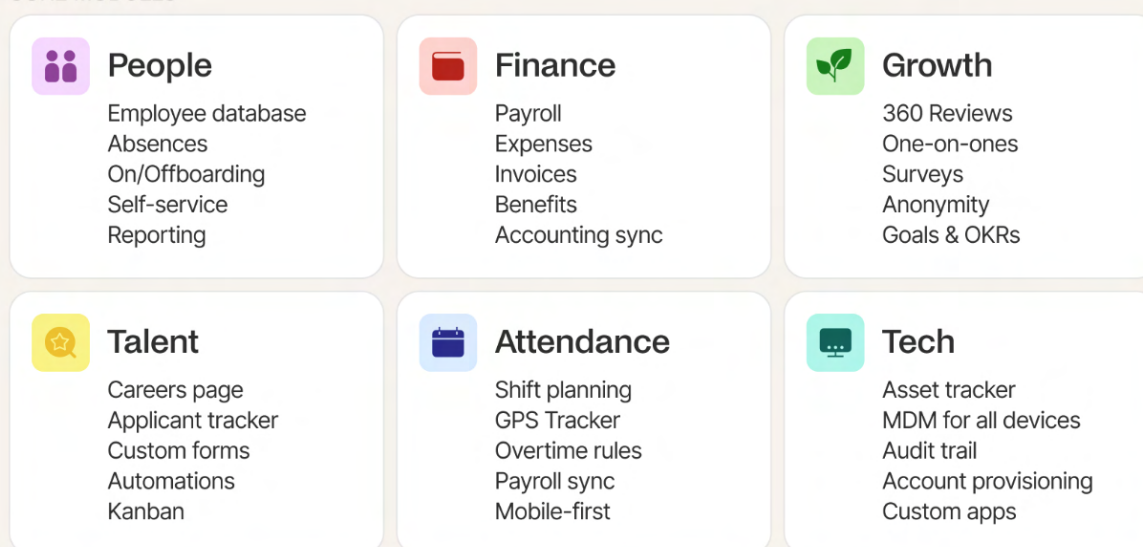
1. Executive Summary

Zelt is a leading all-in-one HR platform, providing your business with a single solution for all things people. An integrated platform for your HR, Payroll, performance, workforce management, hiring, benefits and expenses. That means seamless integration for all of your HR services, reduced subscription costs and increased accuracy.



Every customer gains baseline access to all our modules as part of the Core Subscription with the option to upgrade each module to unlock unlimited usage or further functionality as they require.

CORE MODULES



We pride ourselves on our customer service and every one of our customers gets access to product specialists to help you get the most out of Zelt. Our onboarding support helps you migrate your data from fragmented existing systems into our integrated all-in-one platform and, once you're onboarded, our team of experts are available for any query you may have. Our experts typically respond within 30 minutes during standard business hours and solve the majority of issues straight away.

We take your data and security seriously - we are ISO 27001 certified and Cyber Essentials certified. We always work to make sure that your data is safe and secure so you can run your business with peace of mind.

2. About Us

Zelt was founded in 2020 and is headquartered in London, with operations and customers around the world. We are used by 400+ People & HR leaders at high-performing organisations, charities, NGOs and public bodies. We support a wide range of organisations with complex workforces, who are now using Zelt to empower their HR and allow their businesses to scale seamlessly.

2.2 Core Values

We set the bar high

We never settle for average; we push ourselves to build the best product possible, not just the best product available. We think deeply about the things we build and understand the why behind our decisions.

We power through together

We are collaborative at heart and work with our customers to ensure that our product meets their needs now and in the future. We always listen to customers and have them in mind whenever we build solutions.

We act fast

We have a bias for action. We are a talented team that moves quickly and efficiently. Customer feedback is evaluated quickly and directly impacts our product. We have a 2 week product release cycle so any important changes can be made as soon as possible.

2.3. What Differentiates Us

All-in-one HR Platform

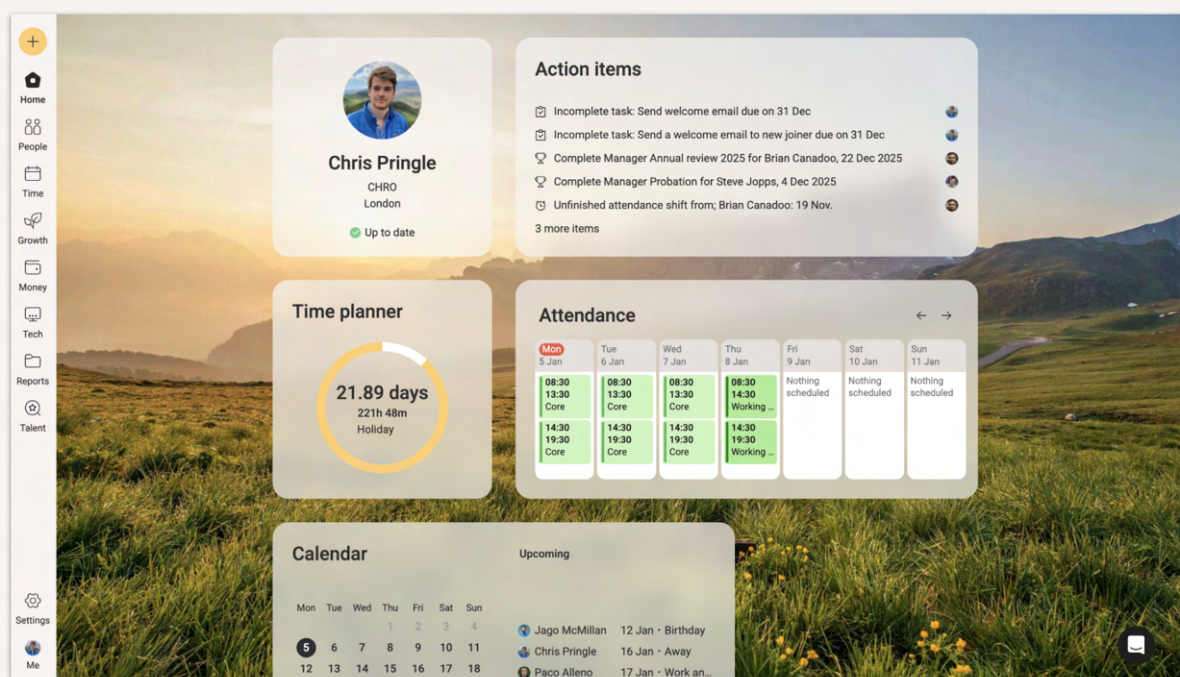
We are an all-in-one HR platform, which means you can consolidate all of your HR functions into our single platform with one subscription. This means one login for all things people from hiring, performance management and payroll to IT, reporting and scheduling.

Built on One Native System

Zelt is built entirely in-house on a single, native database - not stitched together through acquisitions or integrations. The result is real-time data across every feature, powerful cross-functional reporting, and a more reliable platform with greater accuracy and fewer errors.

Fast-paced

Zelt is built and improved at speed, with customers at the centre of every decision. Every customer receives hands-on support from our product specialists, and customer feedback directly informs our roadmap so the platform improves quickly in the areas that matter most to you.



3. Zelt's All-in-one Platform

One System for all things People

Zelt is an all-in-one, cloud-based platform that unifies HR, payroll, IT and people operations in a single system, designed to automate and simplify the entire employee lifecycle. It acts as a central source of truth for employee data, combining core HR, onboarding and offboarding, document management, time off, attendance, payroll, benefits, expenses and contractor management in one modern interface.

By replacing fragmented tools with one unified platform, Zelt reduces operational risk, saves time for HR and operations teams, and delivers a better, more consistent experience for employees and managers alike.

Zelt has a modular architecture that allows businesses to only pay for the services they need. Limited access is given to all of our modules as part of our baseline 'Core' package, with the option to upgrade each individual module for full access as your business needs.

Zelt has 6 modules that support your business across different aspects of HR:

Module	Description
People	People centralises all core HR data and workflows, managing employee records, onboarding, offboarding, documents and tasks in a single, compliant source of truth.
Money	Money brings payroll, benefits, pensions, expenses and contractor payments together, ensuring accurate pay, automated compliance and clear financial visibility for employees and finance teams.
Talent	Talent supports hiring and workforce planning by connecting people data with roles, contracts and onboarding, helping organisations attract, manage and retain the right talent efficiently.
Growth	Growth enables continuous development through performance reviews, surveys, goals, learning tasks and feedback, giving managers and employees clear insight into progress and engagement.
Time	Time manages absences, holidays, attendance and timesheets with flexible policies and approvals, providing real-time visibility and accurate tracking across the organisation.
Tech	Tech unifies IT operations with HR by managing devices, apps, access and security actions, automating joiner, mover and leaver processes to reduce risk and manual work.

3.1 People

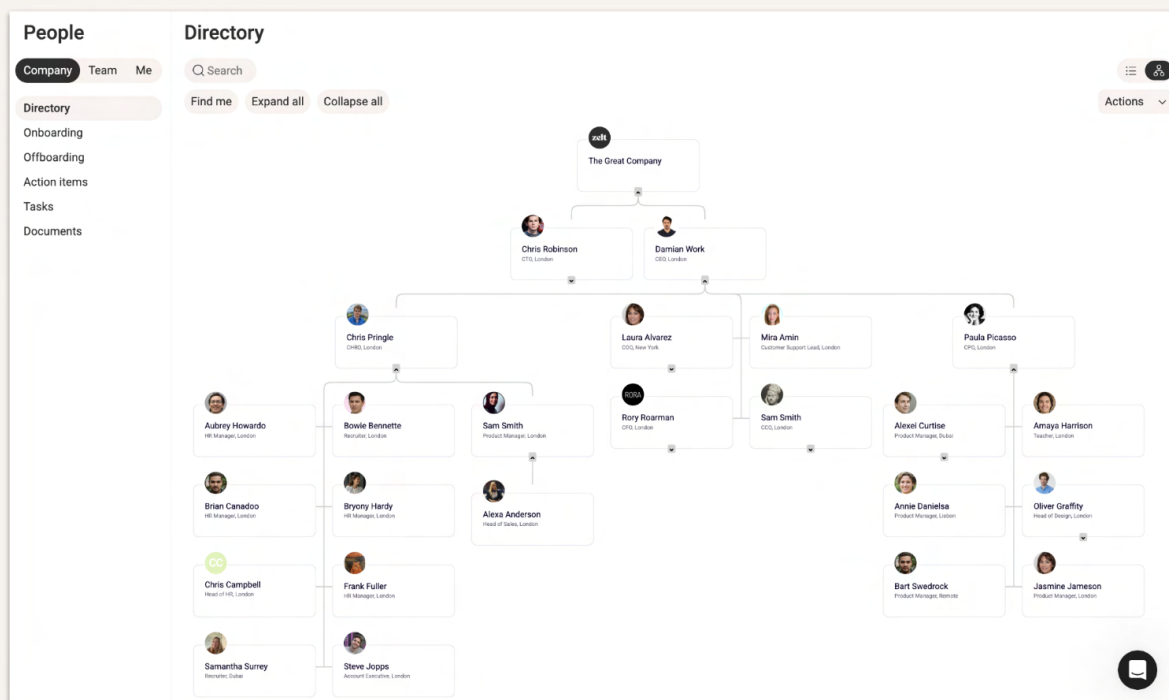
The People module includes all of the key HRIS features you need to manage a modern workforce: a directory of employee data, employee profiles, onboarding and offboarding automations, secure document storage, org charts and personalised to-do lists. The People module reduces manual administration, improves compliance and gives teams real-time visibility across the organisation.

Key Features:

- **Employee Directory.** Track all of your employees information in one place
- **Onboarding Automations.** Structure and streamline your onboarding process.
- **Offboarding Automations.** Structure and streamline your offboarding process.
- **Secure Document Storage.** Safely store documents in Zelt so only the right people have access to sensitive information.
- **Organisation Chart.** Visualise your organisational structure and reporting lines quickly and effectively.
- **Tasks and Requests.** Automatic to-do lists for all your employees.

As well as fully customisable:

- Working Patterns
- Permission Groups
- Data Fields
- Absence Policies
- Approval Flows



3.2 Money

The Money Module allows you to build and customise expenses and benefit policies for your workforce and then automatically integrate this into our Payroll system to ensure everyone is paid exactly what they are entitled to. Our Payroll system automatically calculates benefit entitlements and contributions, can selectively pay workers based on their attendance or hours worked and integrates with our people database empowering your reporting and analytics.

Key Features:

- **Payroll Software.** Use our built in payroll system that integrates with all modules, calculating benefit entitlements, contributions and hours worked.
- **Expenses Management.** Manage your expenses in one central location with customisable policies and mobile-friendly receipt upload.
- **Benefits Management.** Build custom benefit policies to manage your workforce
- **Employee Self-Service.** Our mobile app is optimised for high-frequency self-serve actions to ensure a smooth user experience on the go.
- **Receipt Upload.** Upload expense receipts directly into Zelt and through our mobile app and reduce manual processing.

As well as fully customisable:

- Expense Policies
- Benefit Policies
- Compensation Structure
- Employee Categories

Payroll

January 2026

Upcoming

December 2025

Submitted

November 2025

Submitted

October 2025

Submitted

September 2025

Submitted

August 2025

Submitted

July 2025

Submitted

June 2025

Submitted

May 2025

Submitted

April 2025

Submitted

March 2025

Submitted

February 2025

Submitted

January 2025

Submitted

December 2025

Submitted

Headquarter • 1 Dec - 31 Dec 2025 • 26 employees

View payroll

Paid to Employees

£79,888.81 -2%

Paid to Pension

£38,649.88 +560%

Paid to HMRC

£49,620.84 -1%

Employer Cost

£168,159.53 +22%

Q Search

Employee	Payroll ID	Income	Deductions	Take home pay	Employer cost	Status ↑
Total		£129,772.62 +7617.85	£47,794.81 +9247.89	£79,888.81 -1630.04	£168,159.53 +30489.37	
Hector Hill	Testzelt010	£4,216.67	£1,562.46 +89.11	£2,604.21 -89.11	£5,986.65 +1085.57	Current
Randolph Baggins	Testzelt013	£7,133.33	£2,682.94 +138.24	£4,400.39 -138.24	£10,114.76 +1848.03	Current
Chris Pringle	Testzelt017	£7,846.93 +2069.73	£3,028.99 +1226.18	£4,767.94 +843.55	£10,228.36 +4099.31	Current
Alexa Anderson	Testzelt018	£4,383.33	£1,178.83	£2,154.50	£3,863.28	Current
Barbara Bentley	Testzelt019	£150.00 -1010.00	£84.56 -24.71	£15.44 -985.29	£21.43 -1198.03	Current
Chris Robinson	Testzelt020	£12,649.00	£6,733.85 +621.00	£5,766.15 -621.00	£17,897.43 +3474.91	Current
Anastasia Bakers	Testzelt024	£170.00 -1185.00	£8.88 -80.93	£111.12 -1134.07	£154.40 -1307.35	Current
Shafia Sheffield	Testzelt027	£4,166.67	£1,236.39 +204.16	£2,930.28 -204.16	£5,924.10 +1085.57	Current
Sofia Gonzalez	Testzelt029	£5,000.00	£521.50	£4,478.50	£5,687.45	Current
Sandra Ottoman	Testzelt030	£3,683.33	£1,007.99 +87.59	£2,575.34 -87.59	£4,942.28 +910.10	Current
Saul Goodman	Zelt032	£8,750.00	£3,183.27 +278.45	£5,566.73 -278.45	£12,509.43 +2399.41	Current
Damian Hirt	Zelt034	£9,256.67	£3,666.63 +993.68	£5,700.04 -993.68	£12,964.47 +2480.23	Current

1 - 20 of 26

Items per page 20

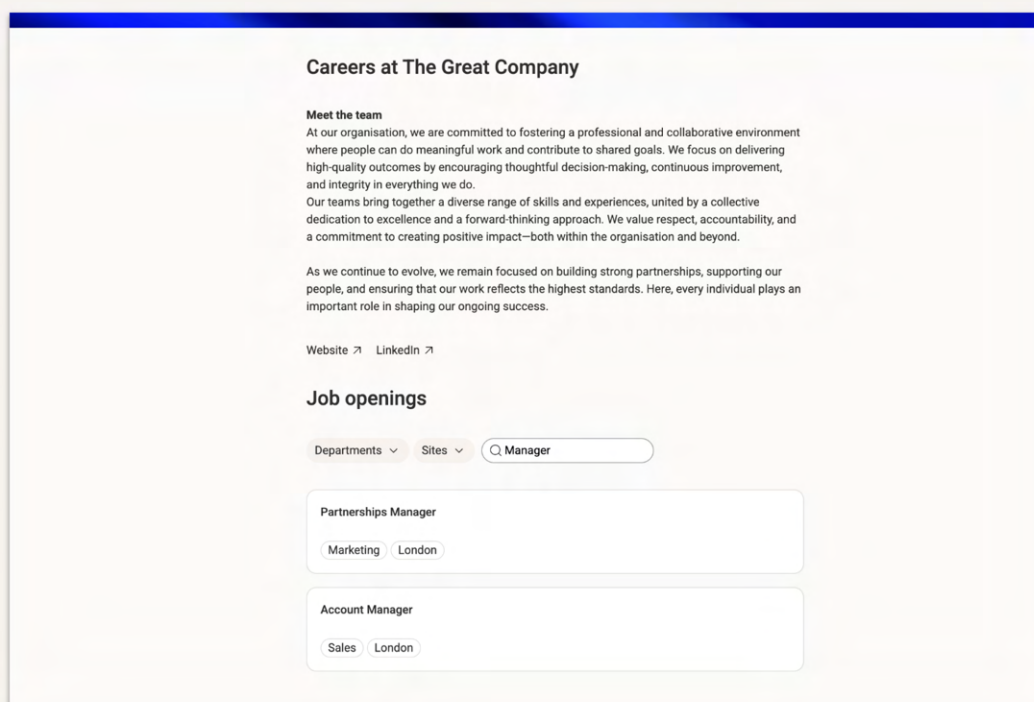
Page 1 of 2

3.3 Talent

Zelt's Talent module is designed to empower your hiring process, with our Applicant Tracking System (ATS) that integrates directly into your own custom onboarding flows. Our ATS allows you to customise the hiring journey to suit you; you start with your own personal careers page and custom job posts, you build your own hiring process with custom steps, you can take notes on each candidate's profile and enable anonymous hiring to ensure a fair candidate experience. Once you're ready, you can send offers and formal contracts through Zelt directly and, once accepted, your new employees are automatically integrated with your custom onboarding processes.

Key Features:

- **Careers Page.** Gain access to your own custom careers page to store and advertise all open roles and embed into your website.
- **Custom Job Posts.** Customise your job posts with descriptions, titles, compensation and required fields.
- **Custom Hiring Process.** Add interview stages and approval flows for each role
- **Centralised Applicant Notes.** Take notes for each candidate directly on their profile.
- **Anonymous Hiring.** Enable anonymous hiring at different stages in the process to ensure a fair candidate experience.
- **Send Contracts.** Send offers to successful candidates without leaving Zelt
- **Integrated with Onboarding.** New hires are automatically added to your custom onboarding flows with self-serve access to upload required documents.

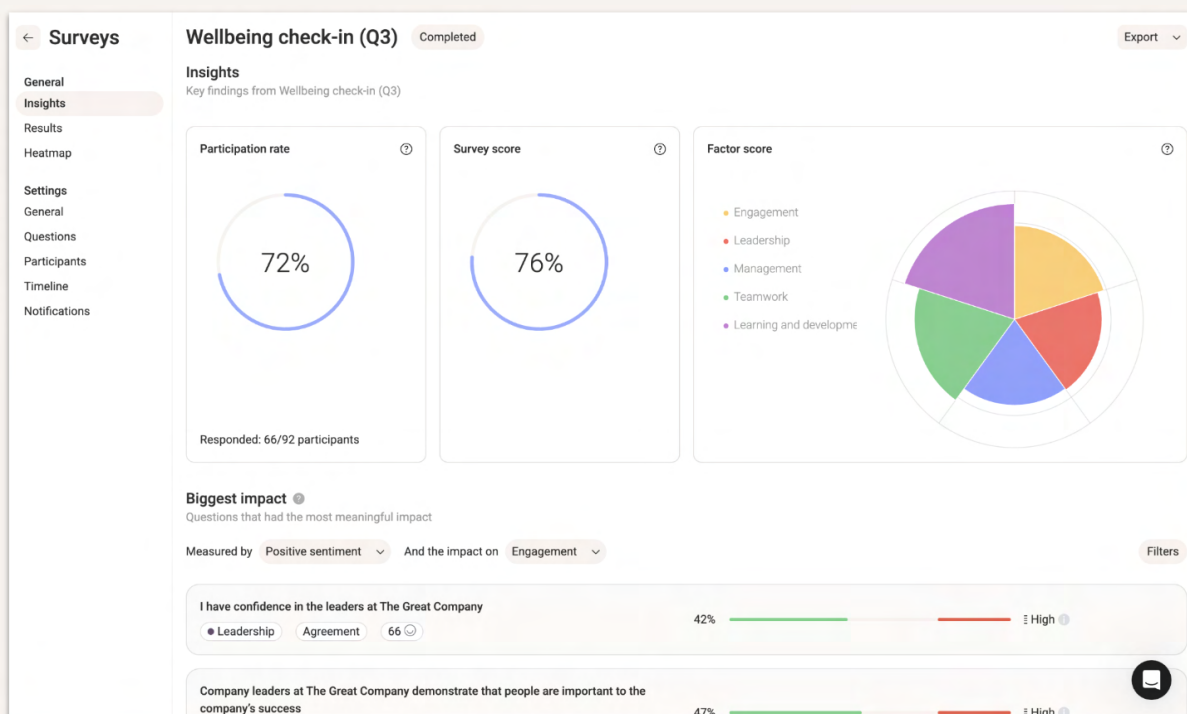


3.4 Growth

Zelt's Growth Module enables you to structure and streamline how you approach performance and feedback across your organisation. You can create and automate regular feedback surveys for your employees, build and track performance reviews and set clear goals for individuals and teams. You can analyse skill gaps for individuals and teams to ensure that you have well-rounded teams across your business. Employees can self-serve their performance reviews, feedback and targets freeing up time from your HR team and ensuring performance is measured and managed in a structured and fair way.

Key Features:

- **Performance Reviews.** Structure your performance tracking with the ability to regularly conduct manager and peer performance reviews and track results.
- **Employee Surveys.** Conduct employee surveys with the option for anonymity to ensure honest feedback.
- **Skill Gap Analysis.** Compare skillsets between employees or teams to see where areas of opportunity exist.
- **Targets.** Set targets and goals for your company, teams or individual employees to make sure they are on the path to growth.
- **Built-in Insights.** Insight dashboards are available for every survey and review to help you make data-driven decisions.



3.5 Time

Zelt's Time Module is designed to manage everyday time-related workflows including holidays, sick leave, attendance and timesheets. All of this is connected directly to employee records and approval structures so no information is ever lost or misplaced. It provides real-time visibility of availability through shared calendars, accurate tracking of balances and requests, and simple self-service for employees, while giving managers and HR clear oversight and control. Automated calculations and approvals reduce manual effort and ensure consistency across teams. You gain access to customisable work patterns for shift workers and access to timesheets to directly track attendance and workload. On top of this, all of your time-related data syncs with Payroll allowing you to automatically pay staff based on hours worked or their attendance if needed.

Key Features:

- **Holiday Allowance.** Automatically calculate holiday entitlement and build your own policies to manage your workforce.
- **Absence Management.** Build approval flows and track absences automatically.
- **Timesheets.** Track employee working hours and attendance.
- **Scheduling and Rota management.** Build and track schedules for your workforce and manage your ongoing rota in one place.
- **Self-Service.** Employees can self-serve holiday requests, timesheets and attendance through our mobile app, saving your HR team time.
- **Custom Work Patterns.** Customise and build multiple work patterns simultaneously to reflect a modern workforce.
- **Time-based Payroll.** All time-based data integrates with payroll to provide seamless and accurate payroll calculations for time-based pay if needed.

Time		Schedule							Time	Wage cost	Shifts	Actions
Company	Team	Me	Today	Week 4	Schedule	Display						
Calendar			Mon, 19 Jan	Tue, 20 Jan	Wed, 21 Jan	Thu, 22 Jan	Fri, 23 Jan	Sat, 24 Jan	Sun, 25 Jan			
Absence			4	6	6	6	6	3	3	246.00	4,989	36
Attendance										14.00	0	2
Timesheets												
Schedule												
Active shifts												
S2 Haddenham Surgery												
Unassigned shifts												
			08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	14:00-22:00 08:00 @ 1 Session PM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	42.00 +02.00	840	7
	Andrea Flores	Teacher	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	42.00 +02.00	1,050	7
	Ariana Wattso	Teacher	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	42.00 +02.00	900	6
	Bennett Arnoldo	BCR	Away all day	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	08:00-14:00 06:00 @ 1 Session AM	36.00 -04.00	900	6
	Bryony Hardy	HR Manager	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM			40.00 +02.00	799	5
	Diana Medinao	Teaching Assistant	Away all day	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM			32.00 -08.00	640	4
	Sam Smith	Product Manager	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM	14:00-22:00 08:00 @ 1 Session PM			40.00	800	5
S4 Coffee Shop												
Unassigned shifts												
	Alexei Curtise	Product Manager	06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista			55.00 +15.00	5,800	5
	Amaya Harrison	Teacher		06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista	06:00-17:00 11:00 @ 1 Barista			44.00	2,115	4
	Harold Monner		07:00-18:00 11:00 @ 1	07:00-18:00 11:00 @ 1	07:00-18:00 11:00 @ 1			06:00-17:00 11:00 @ 1		44.00	870	4

3.6 Tech

Zelt's Tech module is designed to unify IT operations with HR by managing devices, applications and access directly from employee lifecycle events. It enables organisations to provision, assign and track hardware, manage software access, and automate joiner, mover and leaver actions such as account creation, access changes and deprovisioning. Mobile Device Management (MDM) is available to ensure standardised access settings across devices and remotely wipe or reassign devices upon an employee leaving. By linking IT tasks to people data and workflows, the Tech module decreases manual work, improves security and ensures employees have the right tools and access at the right time.

Key Features:

- **Device Directory.** Manage and track the current status of each device in your organisation.
- **Manage Software Access.** Track the access levels that each employee has for your systems so you can ensure sensitive data remains secure.
- **Change Management.** Manage joiners, movers and leavers with automations based on lifecycle triggers.
- **Third-Party Integrations.** Integrate directly with key systems to manage account creation, access changes, or deprovisioning.
- **Mobile Device Management.** Ensure standard settings across devices and have the ability to remotely wipe devices at key events such as with new leavers.

Tech

Company

Me

Devices ^

Directory

Store

Apps ^

Devices

New device

Columns 5

Type ^

Status ^

Enrolment ^

OS ^

DEP ^

Q Search

Export

Device	Used by	Status	Enrolment ↑
MacBook Air	Chris Pringle	In use	Enrolled
MacBook Air	Sandra Ottoman	In use	Enrolled
MacBook Pro	Anastasia Bakers	In use	Enrolled
MacBook Pro	Adrianna Robinson	In use	Enrolled
MacBook Air	Shafia Sheffield	In use	Enrolled
MacBook Pro	Rene Sharif	In use	Enrolled
MacBook Air	Oliver Graffity	In use	Enrolled
MacBook Air	Max Karl	In use	Enrolled
MacBook Pro	Agatha Christie	In use	Enrolled
Vostro	Shelby Ferguson	In use	Enrolled
Surface	Lisbon Site	Inventory	Not enrolled
Macbook Air	London Site	Inventory	Not enrolled
iPhone 13	Brian Canadoo	In use	Not enrolled
Macbook Air	Brian Canadoo	In use	Not enrolled
Dell Screen	Adrianna Robinson	In use	Asset
Dell IdeaPad	Damien Hirst	In use	Not enrolled
Dell	Jago McMillan	In use	Not enrolled

1 - 20 of 33

Items per page 20 ^

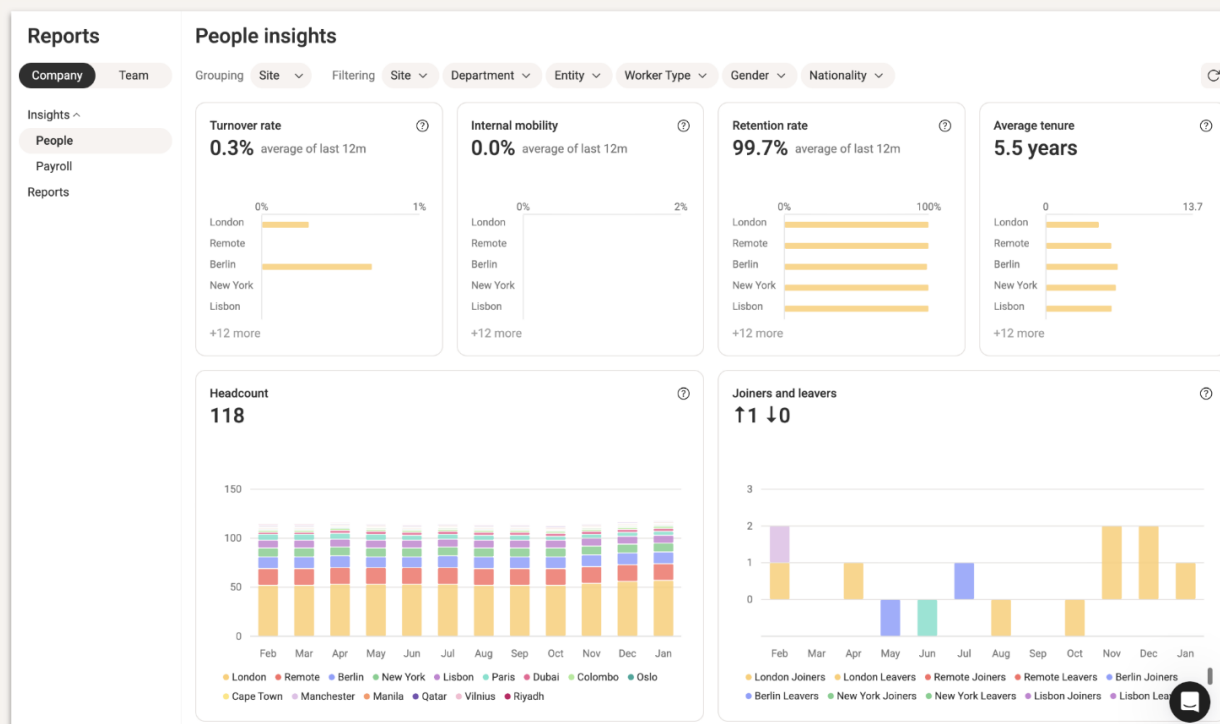
Page 1 of 2 ^

3.7 Analytics

As Zelt is built as a native all-in-one platform, we are able to seamlessly integrate data from across our platform into our reporting and analytics tools. This means you can generate custom reports from data points across any of our modules without delay or any manual transfer of data. We have prebuilt dashboards for insights you regularly need and the ability to make your own reports for more unique analysis. All reports can also be exported into CSV format, making it easy to analyse, share, or import into downstream systems whenever you need.

Key Features:

- **Integrated Database.** Zelt is built on a single database, allowing every module to seamlessly integrate with each other and into our reporting and analytics.
- **Pre-built Dashboards.** Our pre-built dashboards highlight the important information that HR leaders need to keep track of.
- **Custom Reporting.** Generate your own reports with custom fields across our entire Zelt platform
- **AI-Enhanced Report Building.** Build complete reports through natural language descriptions. No technical knowledge required.
- **Data Exports.** All of our reports can be easily exported into CSV formats at the touch of a button.



4. Pricing Overview

Zelt operates with a transparent pricing model. Our 'Core' subscription is the foundation of our system. From there you can choose to upgrade on a modular basis, depending on your business needs.

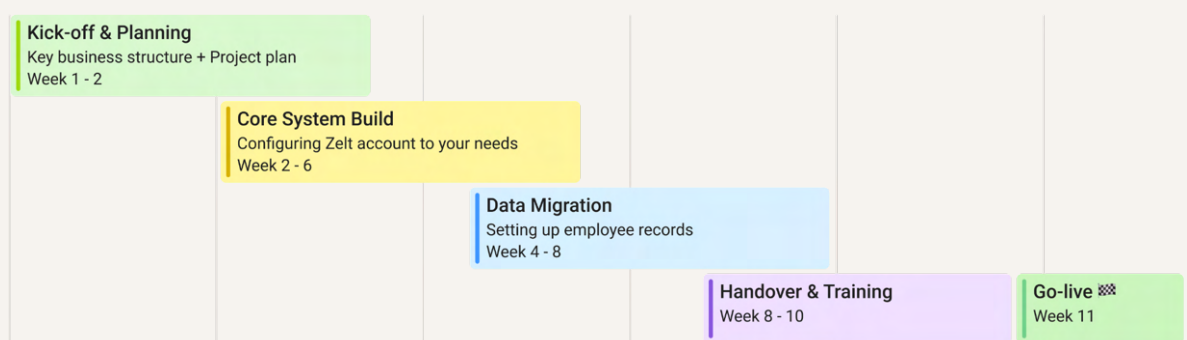
	Price Per seat per month	Details
Core (Required)	£4.00	Core gives you access to your people database, organisation chart, approval flows, notifications and custom data fields - all of the essentials to organise your people operations. Core also includes full reporting functionality and API access for integrations.
People	+£3.20	People gives you HRIS functionality for your whole workforce, from custom onboarding and offboarding automations, e-signatures for key documents, self-service leave requests and automated accruals to customisable absence policies and working patterns. Our People system is designed to accommodate hybrid workforces and multiple types of employees simultaneously and seamlessly.
Money	+£3.20	Money gives you access to our payroll solution, and allows you to customise expenses and benefit policies for your workforce. Our Payroll system automatically calculates pension and benefit entitlements and contributions, can selectively pay workers based on their hours and integrates with our people database empowering your reporting.
Talent	+£3.20	Talent is our Applicant Tracking System (ATS) that empowers your hiring process with a custom careers page, job posts and hiring process that can be adjusted to meet your specific needs as a business. Take notes, send contracts and anonymise candidates to ensure a fair experience.
Growth	+£3.20	Growth enables you to create and automate regular surveys for your employees, build and track performance reviews and set clear goals for individuals and teams. Gain access to our skill gap analysis tools to see areas of opportunity for your existing teams and new hires.
Time	+£3.20	Time allows you to manage the time and attendance of your workforce. Set customisable work patterns for shift workers, get access to timesheets and automatically sync data to payroll. You can plan shifts, set targets and get access to our 'Clock-in' and 'Clock-out' functionality.
Tech	+£3.20	Tech enables organisations to provision, assign and track hardware, manage software access, and automate joiner, mover and leaver actions such as account creation, access changes and deprovisioning.

Listed prices are a guide and not necessarily final. We offer flexible pricing, including discounts for longer contracts, and are happy to discuss options to find the best fit. Please see our example below.

Implementation Support:

In order to ensure you get the most out of your Zelt package, we offer hands-on implementation support. We help migrate your data from your existing systems, no matter how manual or complicated they are. Our supported onboarding includes a dedicated project manager from Zelt and regular check-ins to make sure that everything stays on track. Typically, for supported onboarding and implementation an additional cost of 10-30% (averaging at 18%) of your annual fee is added as a one-off payment. This depends on the scale of data migration, complexity of organisation, timelines and length of contract.

Example Timeline For 300 Employee Company



Pricing Example:

A customer has 300 employees and has purchased a 3 year contract with our Core, People Pro and Money Pro modules. They also opted in for implementation support to help them migrate their HR and payroll data to Zelt, as well as set up their required automations and processes. As they committed to a 3 year contract, Zelt offered a significant discount across each year, starting at 30%.

	Year 1	Year 2	Year 3
Number of Seats	300	300	300
Months	12	12	12
Core	£4.00	£4.00	£4.00
People Pro	£3.20	£3.20	£3.20
Money Pro	£3.20	£3.20	£3.20
Subscription Fee	£36,000	£36,000	£36,000
Implementation Fee	£6,480	£0	£0
Discount %	30%	20%	10%
Billable Amount	£29,736	£28,800	£32,400

5. Support Levels

Zelt provides a single, comprehensive support level designed to give all customers fast, expert assistance without requiring upgrades. Email and online ticketing support are included in the standard subscription at no additional cost. Our AI assistance is available 24 hours a day, 7 days a week, with any escalations typically responded to within an hour or faster for urgent operational issues. Weekend and out-of-hours human support is also available for critical incidents to ensure service continuity. Zelt does not charge for enhanced support tiers, and all customers receive access to the same knowledgeable product specialists. While a dedicated technical account manager or cloud support engineer is not assigned by default, Zelt's support team provides direct technical guidance, configuration assistance and escalation management as needed.

5.1 Onboarding

Zelt onboarding is structured, fast, and highly supported, designed to get customers live quickly while reducing internal effort. Every customer receives guided onboarding led by a dedicated Customer Success Manager, who acts as a single point of contact throughout implementation. This includes configuration support, best-practice guidance, and hands-on help setting up core workflows such as onboarding, offboarding, permissions, payroll, and IT access.

The onboarding process typically follows three stages. First is setup and configuration, where company structure, policies, workflows, integrations, and data imports are configured collaboratively. Zelt supports bulk data imports and pre-built onboarding workflows, allowing customers to migrate quickly without heavy manual work. Second is testing and validation, ensuring payroll, approvals, devices, and apps function correctly before go-live. Finally, go-live and adoption focuses on enabling admins and employees through training, in-app guidance, and ongoing support.

Timelines are flexible but most customers are live within a few weeks, depending on complexity and payroll scope.

5.2 Ongoing Support

Support does not stop at launch; customers have continued access to Customer Success, responsive support, and proactive check-ins to ensure long-term adoption and value.

During UK office hours, customers have access to full ongoing support through multiple channels, including in-app support with webchat, email, and direct access to their dedicated Customer Success Manager. Queries raised via in-app chat or email are typically responded to within 30 minutes.

Payroll or business-critical issues are prioritised and escalated immediately to specialist support, with clear communication maintained through to resolution. Outside of office hours, customers can continue to contact support via email or in-app support, with requests logged and triaged promptly for action at the start of the next business day. Any critical platform or payroll-impacting incidents follow an accelerated response process, ensuring issues are addressed as a priority. This model ensures customers always have a clear route to support, fast response times during working hours, and dependable coverage outside of hours for essential needs.

5.3 Custom Development

Zelt as a platform is inherently modular and configurable. We have designed and built our all-in-one HR system from the ground up to be maximally flexible and accommodating to a vast array of business structures, working patterns and HR processes. For example, Zelt allows for custom onboarding and offboarding processes each with personalised requirements in terms of documentation, data fields and approvals. Working structures are configurable to match a hybrid workforce, benefit and expense policies are fully flexible and accommodating to your own eligibility criteria.

However, if your business needs are particularly complex or unique and the existing vast array of configurability within Zelt is not enough to match your exact business needs, we can offer bespoke development to make Zelt's platform fit your specific business. This means our Product team working directly with you to understand and map out the exact problem you are facing and building brand new features or functionality built exactly to your specifications.

5.4 Offboarding

Zelt's customer offboarding process is structured, transparent, and designed to minimise disruption while ensuring data security and compliance. If a customer chooses to leave the platform, the process is coordinated by the Customer Success team, who act as the primary point of contact and guide the customer through timelines, data access, and next steps. During the notice period, customers retain full access to the platform, allowing them to export employee data, documents, and reports in standard formats and complete any final payroll or HR processes. Zelt supports secure data extraction and provides clear guidance to ensure nothing is lost or inaccessible. At the end of the agreed term, the account is formally deactivated, access is removed, and data is retained or securely deleted in line with contractual terms and data protection obligations. This controlled approach ensures continuity for the customer, reduces operational risk, and provides assurance that data is handled responsibly throughout the offboarding process.

6. What our customers say about us

We have worked with a range of organisations, from fast-growing startups to operationally complex charities, NGOs and large scale companies. We've received incredible feedback from all of them and they've helped us achieve a variety of commendations.



6.1 Case Study 1: Shakespeare's Globe



"Implementing Zelt has been the best project we've ever run"

Charlotte Cowan, HR Director at Shakespeare's Globe

Shakespeare's Globe is a UK-based charity with a complex workforce made up of over 400 short-term contracts, volunteers and permanent office-based staff. Zelt was able to unify all of their HR and payroll systems into one platform to be centrally managed and tracked. We have worked together to automate and streamline existing manual processes across their organisation, from hiring to retiring and everything in between. Zelt has provided custom development to build bespoke functionality, specifically for Shakespeare's Globe. This means that they have been able to achieve a level of functionality and perfect fit that simply wasn't possible off-the-shelf.



6.2 Case Study 2: Archvale



"We went from 97 employees to 230. Zelt allows me to manage that with the same team I've got."

- Kat Ulanczyk, Head of HR

Zelt's Impact:

- **3x growth, 0 extra HR hires:** Grew from 97 to 230 employees in one year, with the same 3-person HR team
- **Onboarding time cut by 90%:** Employee onboarding used to be 1-2 weeks per hire. They now onboard ~6 new starters per month in 3 hours
- **Passed two CQC audits with ease:** Zelt's centralised HR data helped Archvale meet Care Quality Commission standards

The Challenge:

When Archvale began scaling across multiple NHS practices, their HR setup was under strain:

- **No employee management system.** Using Practice Index, a healthcare-specific tool with no real HRIS functionality
- **Manual onboarding.** Contracts, right-to-work checks, and reference requests were managed in a separate tool, then manually uploaded one by one
- **Disconnected data.** Salary information, employment changes, and starter/leaver details were tracked in separate spreadsheets
- **System silos.** No single source of truth for employee data across 8+ entities, making reporting slow and error-prone

How Zelt helped Archvale:

We helped Archvale to structure and streamline their HR systems by integrating their

- **Offer & contract management.** Candidates sign offers in ScreenLoop and flow directly into Zelt for automatic contract generation and secure storage.
- **Compliance & right-to-work checks.** Zinc integration automates document collection, DBS checks, and reference requests.
- **Centralised onboarding.** New hires upload qualifications, immunisations, and occupational health questionnaires directly to Zelt – in one secure, version-controlled profile.
- **CQC audit-ready records.** No more sensitive data in inboxes or shared folders – everything is tied to the employee record, reducing risk and ensuring compliance.

6.3 Case Study 3: Calo



Calo is a global business connecting people to healthy and nutritious food that is chef made and delivered daily. Zelt transformed their global HR system in 3 months, connecting different business entities into one system, enabling quick and effective reporting.



"At least 2-3 hours on average per day that I don't have to suffer with anymore"

Pranav Radhakrishnan, Lead People Partner at Calo

What Zelt achieved:

- Consolidated 10 different tools used across 7 business entities
- Employee self-service levels increased from 20% to 80% within 3 months
- Reporting overhead reduction of 5 hours each week per HR rep

Since adopting Zelt, Calo is now able to audit data centrally, manage access from one platform, handle expenses and HR requests quickly and efficiently. No more time spent navigating separate unintegrated systems.

7. Technical Service Levels

Zelt is a modern cloud-based HR platform that streamlines and integrates all of your HR data and operations. We realise how important it is to make sure that this platform is stable, secure and always available when you need it and therefore we always work to high technical standards that ensure our customers have the best experience possible.

Availability and reliability

Zelt commits to high platform availability suitable for business-critical HR, payroll, and IT workflows. The service is designed with resilience and redundancy to ensure consistent access for administrators and employees, minimising operational disruption. Zelt's platform sees an uptime of 99.95% and we always treat any break in continuity of service as the highest priority issue.

Support responsiveness

Clear service levels define how incidents are handled, with prioritisation based on impact. Business-critical issues such as payroll or platform access are treated with urgency, while standard queries receive prompt, same-day responses during UK business hours and clear communication through to resolution.

Security and access control

Zelt operates to enterprise-grade security standards, covering role-based access control, audit trails, and strong authentication. Security monitoring and incident management processes are in place to protect customer data and maintain trust.

Data protection and compliance

Service levels cover secure handling of customer data, including encryption, controlled access, and alignment with UK GDPR requirements. Customers have confidence that personal and organisational data is managed responsibly throughout the service lifecycle.

Backup and disaster recovery

Zelt provides automated backups and tested disaster recovery processes, ensuring data can be restored quickly in the event of an incident and that continuity is maintained.

Change and maintenance management

Updates and improvements are deployed in a controlled manner, with minimal disruption and clear communication, ensuring customers benefit from continuous improvement without operational risk.

8. Accessibility

Zelt is built as a modern, cloud-based platform with accessibility treated as a core quality attribute of the service. The product is designed to be usable by a broad and diverse workforce, including employees, managers, and administrators with differing needs and levels of technical ability. Zelt aligns with the principles of the Web Content Accessibility Guidelines (WCAG) 2.2 at a AA level, ensuring clear navigation, consistent layouts, readable interfaces, and predictable interactions across devices and browsers. This approach supports inclusive access and makes the platform suitable for everyday HR, payroll, and IT operations.

To maintain a high standard of accessibility over time, Zelt embeds accessibility considerations directly into its software development lifecycle. Design and engineering teams use established UI patterns, semantic structure, keyboard navigation support, and regular review of user journeys as part of ongoing product development. Accessibility is considered whenever new functionality is introduced or existing features are enhanced, ensuring the platform continues to meet WCAG-aligned expectations as it evolves.

When accessibility issues are identified, whether through customer feedback, support interactions, or internal review, they are handled through Zelt's standard prioritisation and product improvement processes. Issues are assessed based on user impact, addressed promptly by the product team, and communicated clearly back to customers. This ensures accessibility concerns are resolved efficiently and reinforces Zelt's commitment to continuous improvement and inclusive design.

9. Data, Privacy and Security

Zelt is built as a secure, privacy-first platform designed to handle sensitive employee, payroll, and organisational data with the highest level of care. Data protection, privacy, and security are foundational to the service and embedded into how the platform is designed, operated, and continuously improved. Zelt supports organisations in meeting their regulatory obligations while reducing operational risk through strong governance, technical controls, and transparency.

From a data and privacy perspective, Zelt operates in alignment with UK GDPR and applicable data protection legislation. Zelt is registered with the **UK Information Commissioner's Office (ICO)** (see our certificate [here](#)), reflecting its formal responsibilities as a data processor and, where applicable, a data controller. Customer data is processed solely for the purpose of delivering the service, with clear boundaries around data ownership and usage. Role-based access controls ensure users only see and interact with information relevant to their role, while audit trails provide visibility into key actions to support accountability and compliance. Customers retain control of their data throughout the lifecycle, including secure export and responsible retention or deletion at the end of the service.

Security is managed under a structured governance framework aligned with **ISO 27001** principles and reinforced through independent assurance - you can find our certificate [here](#). Zelt is certified under the **UK Cyber Essentials** scheme, demonstrating protection against common cyber threats and adherence to baseline security controls. The platform applies layered technical safeguards including strong authentication, encryption of data in transit and at rest, continuous monitoring, and regular vulnerability management. Infrastructure is designed for resilience, with automated backups and tested recovery procedures to protect against data loss and service disruption.

Privacy and security are further supported by disciplined internal processes. Access to systems is tightly controlled, employees receive regular security and data protection training, and third-party providers are assessed to ensure they meet appropriate security and privacy standards. Incident management processes are in place to detect, assess, and respond to security or data-related events promptly, with clear escalation and communication where required.

Together, this approach provides customers with confidence that Zelt is a secure, compliant, and dependable platform for managing people, payroll, and IT operations. By combining recognised certifications, robust controls, and clear accountability, Zelt delivers a trusted foundation for modern workforce management.

For more information regarding our Data Processing, please visit the Legal page of our website and read our [DPA](#).