

TRAVELODGE EMPOWERS EMPLOYEES ACROSS HR, WORKFORCE MANAGEMENT AND PAYROLL WITH ZELLIS





Following a 10.5 month comprehensive implementation programme, Travelodge's 13,000 colleagues who work across 580 UK and Ireland hotels are now enjoying the benefits of our HR, Workforce Management, and Payroll platform.

The platform went live on the forecasted date and within budget, and since then Travelodge has seen a significant impact including reduced labour turnover and increased employee engagement.

From forecasting labour demands to minimising over-claimed hours and even enabling total pay validation before the pay run, Zellis continue to streamline Travelodge's HR and Workforce Management processes.



A BIRD'S EYE VIEW OF HOW WE HELPED:

- Contributed to 10% reduction in labour turnover due to increasing visibility, transparency and a single source of truth that makes employees' and Managers' lives easier.
- Supported 10% increase in average length of service year-on-year through ease of use and accessibility.
- Empowered employees with independence to manage rotas, pick up shifts, update personal details, submit absence requests, and more - all from their mobile devices.
- Advanced workforce management functionality enables hotels to plan their workforce accurately according to their Shape of Day.

KEY BENEFITS FOR TRAVELODGE



Forecasting provides live inputs for “real-life” labour models



Notifications provide compliance peace of mind



It's easy to drive compliance, fairness, and localised rules with workforce management functionality



People directory means everyone can know who's who anytime, anywhere



Managers can validate hours prior to the pay run on a daily and weekly basis



One central point of access, seamlessly linking off to everything from Travelodge's LMS to ATS, all through the tile menu



All-in-one HR makes contracts, absences, eSignatures, and everything in between smooth and simple

> Filter By Job Role ☒

> Filter By Person ☒

> Filter By Type ☒

< > Today

Sep 25 - Dec 17

25	26	27	28	29	30	01	02	03	04	05
W39						Oct				

Alex Keane

Team Member
Travelodge
Flagship Hotel, London

92

Give Recognition

Schedule
 My Team
 Timecard
 Web Clock
 Availability

MY ROTA



Start End Break

Role: Reception

Late Early Out

Sick No Show

Called Off

Add Comment

☒ ☐



EMPLOYEE EMPOWERMENT

WITH ZELLIS, EMPLOYEES CAN NOW USE SELF-SERVICE FUNCTIONALITY TO:

- Manage personal details
- Submit holiday requests
- Provide ED&I and social mobility information
- View contracts and letters
- Access online payslips



The self-service functionality with Zellis has made a real difference to our people processes at Travelodge. With hotels running 24/7, the mobile app is the first place employees look to for information - everything from rotas to holidays to company policies and even payslips. Employees are empowered with visibility to all information required in one simple place.

Dan Curtis

Head of Talent at Travelodge



Thanks to the app, I can now have visibility of rotas weeks in advance. This has helped me organise childcare more effectively by arranging schedules beforehand. I feel much more in control and better prepared to manage and balance both my work and home life.

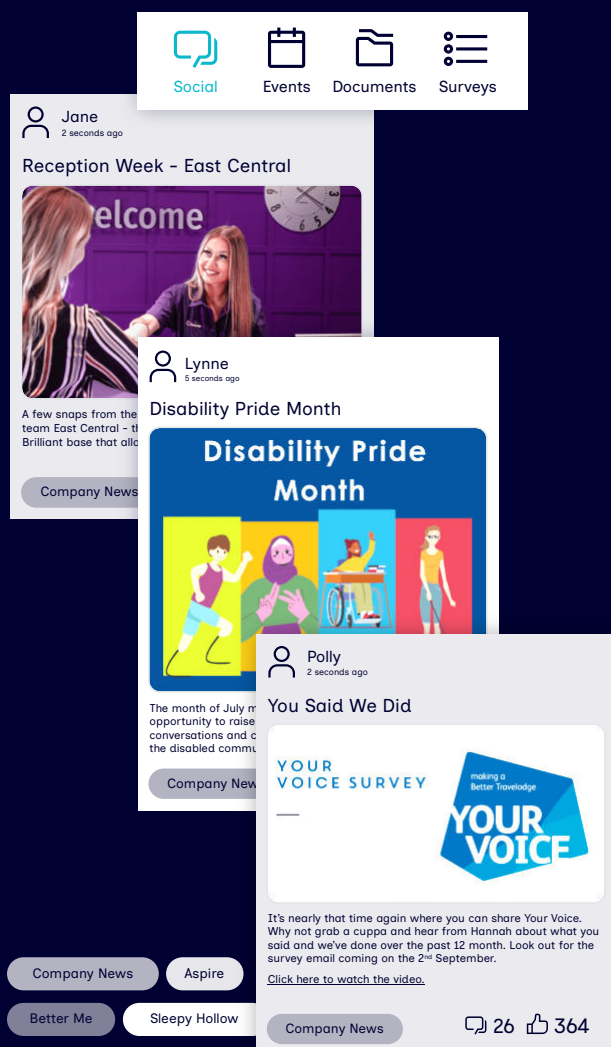
Employee at Travelodge



BOOSTING TRAVELODGE'S COLLEAGUE RETENTION

Travelodge can now seamlessly share both internal and external news, links, and information, all while maintaining its own branding with customised colours and fonts across the entire system. Links are consolidated in a single location, taking away the need for dual keying and manual data entry.

Zellis also enables the creation of surveys, quizzes, and polls to gather valuable feedback and engagement insights to continually improve and support staff across the organisation, subsequently improving colleague retention.



CONTRIBUTION TO AVERAGE LENGTH OF SERVICE INCREASING BY: 10% YEAR-ON-YEAR

Since its launch, Travelodge's 'News & Social' page on Zellis has had:

 **5,000+**

POSTS

 **4,953**

COMMENTS

 **49,905**

LIKES

MANAGING TRAVELODGE'S ENTIRE EMPLOYEE LIFECYCLE

Travelodge now handles all things HR from one centralised platform. With all data in one place, Travelodge could say goodbye to double data entries, to manually keeping track of employee certifications, and to cross-checking crucial compliance factors against labour schedules. Everything is done in one simple place. Whether a new contract needs signing, a manager wants to approve an absence request, or an employee wants to validate worked hours on a daily basis, Travelodge's people can now do it all through one universal, mobile-friendly platform.

With Zellis, Travelodge employees can easily click on the 'Belong' tile to access all ED&I content, preventing the need to click off to a different tab for ED&I content. This gives employees the space to share their feedback on working for Travelodge and gives the entire organisation clear insights on fairness policies.

 **2.5 MILLION+**

AVERAGE PAGE VIEWS PER MONTH



As a new starter, the tile menu serves as one of your first impressions of Travelodge as an organisation. From the outset new employees are introduced to Travelodge's commitment to (ED&I) through prominent features like Black History Month, Pride, and a range of other initiatives.

Neena Patel

Inclusion & Wellbeing Manager
at Travelodge



HR – IT'S ALL IN ONE SIMPLE PLACE

TRAVELODGE'S EMPLOYEES ARE EMPOWERED WITH A NEW ABILITY TO:

- Easily book absences with a simple click
- Retrieve various documents, such as contracts and company manuals
- Finalise contracts using the eSignature tool
- Access and validate payslips effortlessly

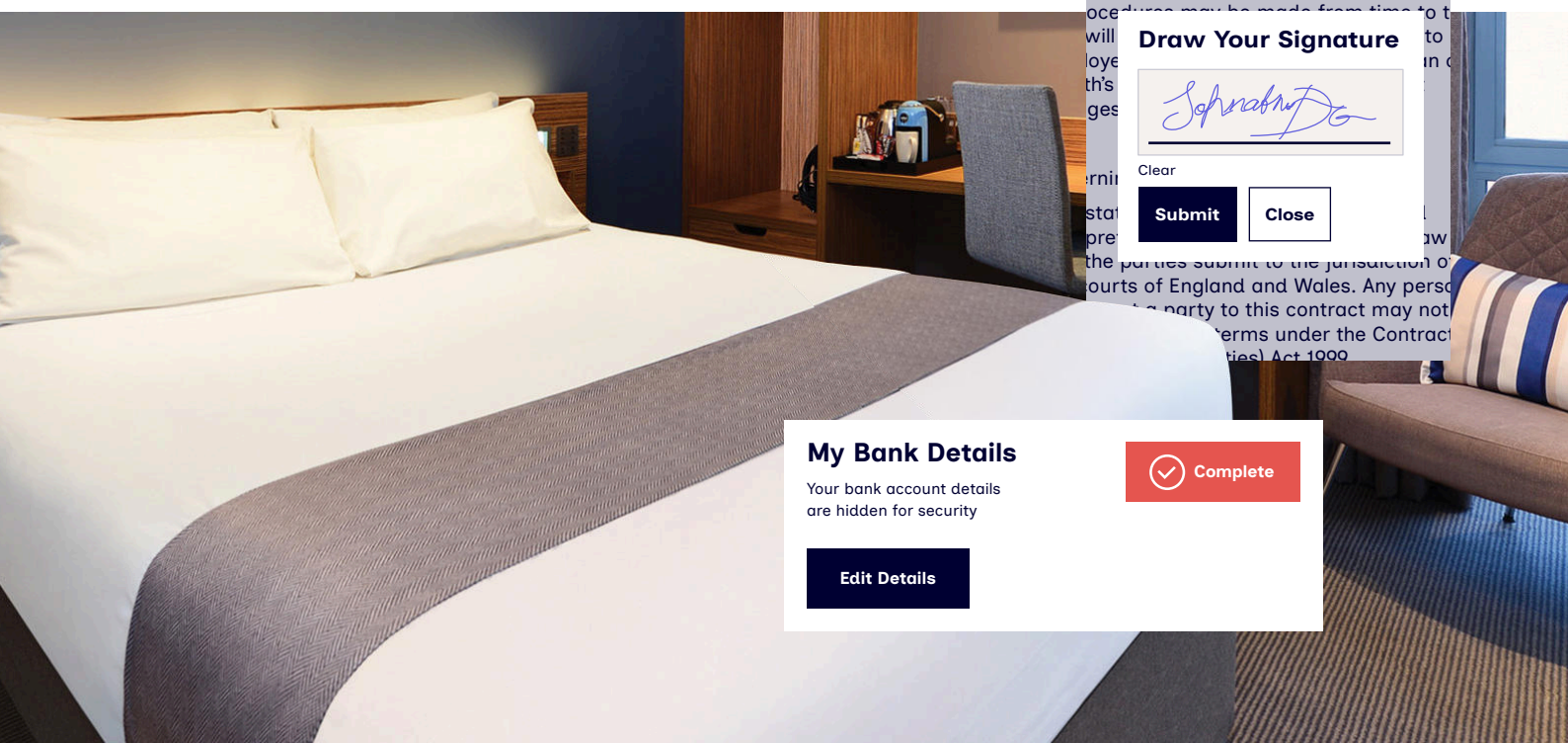
With all this and lots more, employees at Travelodge are given a newfound independence to handle numerous tasks, reducing time-consuming admin for both employees and HR Managers – not only making life easier, but, crucially, increasing productivity and colleague retention.

For HR Managers, Zellis provides a reporting suite, with query builder, report viewer, and information-rich, real-time dashboards, giving a comprehensive view of the entire organisation.

The system also facilitates easy integrations with Zellis's integration builder.

INCLUDING

- ✓ Deploy integration (recruit)
- ✓ Learning Pool (LMS)
- ✓ Good Data (BI)
- ✓ Hive (employee surveys)



Draw Your Signature

Schnatnig DG

Clear

Submit

Close

My Bank Details

Your bank account details are hidden for security

Edit Details



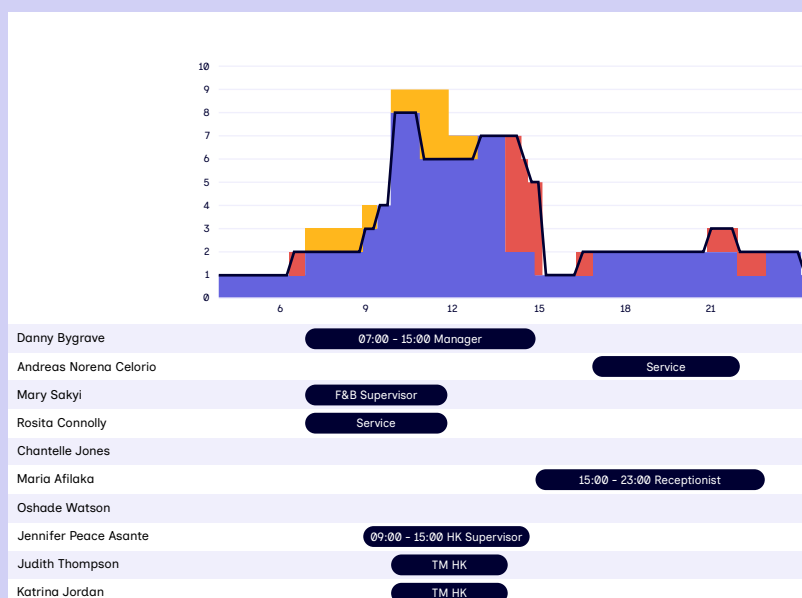
Complete

ADVANCED WORKFORCE MANAGEMENT – MAXIMISING OPERATIONAL EFFICIENCY

Prior to implementation of Zellis, Travelodge was using Excel models to drive forecast data, taking up significant time through manual data-inputting. Now, Zellis's 'shape of day' aligns staff allocation with demand and budget and employs this information for auto-scheduling – swiftly generating employee schedules based on contracted hours and availability. The system calculates staffing needs at 15-minute intervals using site-specific data and optimises labour costs through automated analysis of actual results.

ZELLIS'S ROTAS AND TIMECARDS NOW ENABLE TRAVELODGE HOTELS TO:

- Plan workforce according to shape of day
- Provide ease of clocking-in and -out
- Enable Managers to submit timecards on a daily basis
- Have clear visibility of shifts assigned



The Workforce Management team at Zellis have worked shoulder-to-shoulder in excellent partnership with Travelodge – both during and long after the implementation process. This ensures that we always have the best-in-class workforce management functionality. Whenever external factors have had any impact on our WFM capability, the team have been proactive in finding fast and smooth solutions.

The expert knowledge of the team has enabled us to maximise operational efficiency with 'Shape of Day', forecasting (including seasonal impacts), and more. For employees, the self-service functionality, such as picking up uncovered shifts across multiple locations, saves time and helps productivity of employees as well as Managers.

Mike Zwager

Workforce Planning Manager at Travelodge

Travelodge employees can easily swap shifts and pick up assignments while Managers retain control, supporting the management and control of statutory sick pay. Multi-site shifts enhance employee flexibility and retention, and accurate attendance tracking is achieved with real-time clocking-in and -out data, helping to reduce over-claimed hours.

THE ROTA SYSTEM EFFICIENTLY:

- ✓ Handles planned and unplanned absences
- ✓ Calculates overtime and shift premiums
- ✓ Offers robust financial control with thorough yet easy-to-view reports

Additionally, users can tailor forecasting and reporting to suit their specific business practices, making Travelodge's workforce management system a comprehensive, user-friendly, cost-saving solution.



It is now incredibly easy for Team Members to pick up uncovered shifts, even across different hotels - this flexibility has really helped job satisfaction and, in turn, colleague stability at Travelodge. The ability to forecast labour demand has also helped us as a business to avoid under and over staffing, significantly enhancing efficiency.

George Harron

Lead Workforce Planning Advisor
at Travelodge

Rota v Target	-8.75 hrs	-63.00 hrs
Covers Per Labour Hour	2.22	3.59
Adjusted Forecast	£6,543	£5,787
Total Rota Hours	130.00 hrs	71.00 hrs

Team Member	Friday 14/04/2023	Saturday 17/04/2023
Sam Smith	08:00 - 16:00 Front of House	08:00 - 16:00 Front of House
Marie Linehan	08:00 - 16:00 Front of House	17:30 - 23:00 Front of House
Eddie Lin	08:00 - 16:00 Supervisor	08:00 - 16:00 Supervisor
Amelia Opewe	08:00 - 16:00 Manager	08:00 - 16:00 Manager
Saima San	17:30 - 23:00 Front of House	17:30 - 23:00 Front of House
Anne Bowe	x	x
Emily Brown	x	08:00 - 16:00 Front of House
Johnny Poon	17:30 - 23:00 Supervisor	17:30 - 23:00 Supervisor
Charlie McDonnell	17:30 - 23:00 Manager	17:30 - 23:00 Manager
Peter Kerry	20:30 - 23:00 Cleaner	20:30 - 23:00 Cleaner



MAKING MANAGERS' LIVES EASIER

Managers can now save time spent contacting other departments for support through increased independence, and spend more time coaching their teams.

- Process new starters and leavers
- Enter contractual changes
- Provide additional roles to work in other departments in locations
- Initiate transfers
- Post hourly paid vacancies
- Manage, view, and approve absences



Our improved ability to forecast labour demand has helped us maintain appropriate staffing levels, avoiding both understaffing and overstaffing. Team Members now have the flexibility to cover unfilled shifts, even across different hotels. This change has had a positive effect on job satisfaction and improved staff retention.

Sofia Costa

Area Operations Manager at Travelodge

EMPLOYEE AND MANAGER PAY VALIDATION BEFORE THE PAY RUN

As well as geo-fencing technology, which reduces over-claimed hours and supports cost management at Travelodge, the system facilitates the viewing and approval of worked hours, enabling total validation at source before the pay run.

Employees can view and validate hours on a daily and weekly basis from Zellis's records of worked hours, before passing them on to the manager to approve, helping reduce payroll queries. Live timecard data being published to employees on a daily basis and against specific roles and sites has proven hugely beneficial.

After the pay run, employees can gain online access to payslips, P45s, and P60s, and the platform allows for the management of bonus schemes, wage bandings, auto-uplifts, employee benefits, and compensation reviews.



A PROJECT IN PARTNERSHIP

From smooth and seamless data migration to easy change management, the implementation of Zellis was simplified for Travelodge.

Change management process at Travelodge proved remarkably smooth, with 40 individuals initially trained by Zellis, who subsequently passed on their knowledge to Travelodge employees. This cascading training approach was instrumental in disseminating essential skills throughout the organisation, and the integration of engaging roadshows and online training surgeries played a pivotal role in maintaining a fluid and efficient implementation process, fostering a positive atmosphere among employees.



The data migration process ran smoothly and was a big achievement on both sides, which laid the foundations for a seamless implementation process thereafter. The support throughout the implementation project was unwavering and the system going live at the exact date forecasted at the start (12th April) is truly a testament to the hard work of the project teams.

Dan Curtis

Head of Talent at Travelodge



By fostering a robust and transparent partnership, and with the focus and collaboration of the combined Zellis and Travelodge project team, together we achieved our planned implementation deadline. This has now enabled Travelodge to fully operationalise its new centralised, comprehensive HR, Workforce Management, and Payroll platform, to achieve significant business benefits. With one unified platform, Travelodge is better equipped to optimise its processes and drive productivity gains, and this has positioned Travelodge for further future benefits, as the Zellis platform matures, and data insights become actionable. We look forward to working in partnership with Travelodge to roll out additional product features to realise these benefits – including ELLA, our AI Assistant, along with automated workflow, and enhanced reporting and data analytics features.

Steve Elcock

Director of Product – AI & HCM at Zellis

TRAVELODGE WENT LIVE ON THE EXACT DATE FORECASTED TO GO-LIVE AT THE START OF THE PROJECT

HR, WORKFORCE MANAGEMENT AND PAY IMPLEMENTATION TIMELINE:

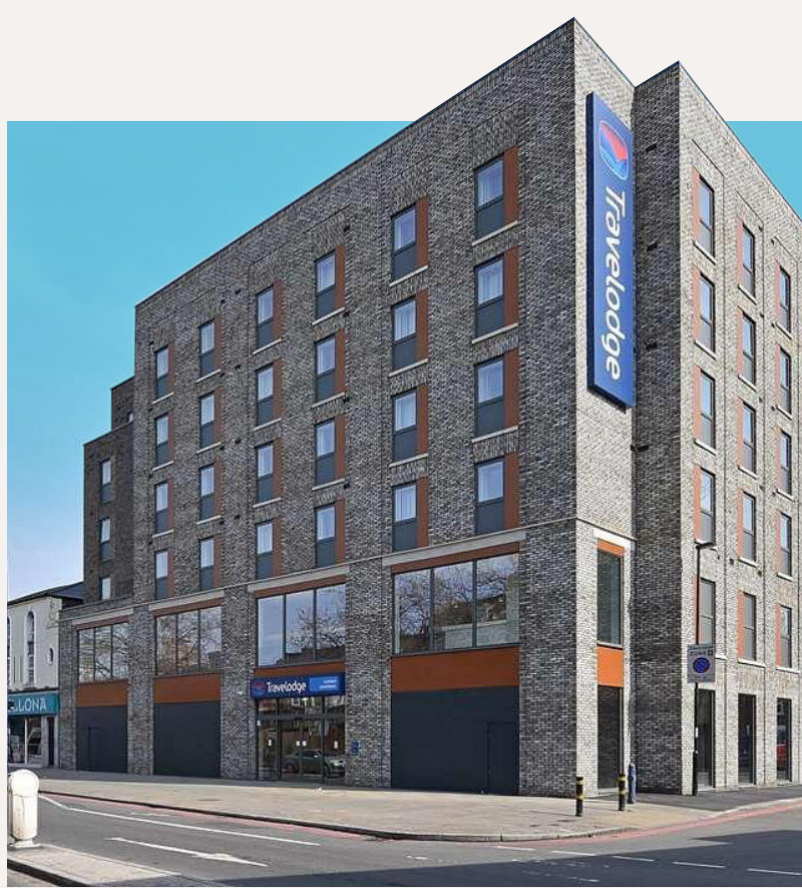


TRAVELODGE HAS:

 **24,000**
AVERAGE LOGINS PER DAY

 **12 MILLION+**
LOGINS IN THE FIRST 12 MONTHS OF GOING LIVE

 **83%**
OF USERS LOGIN VIA MOBILE APP



Zellis powers organisations to achieve better outcomes through exceptional employee experiences.

We are the leading supplier of AI-enabled human resources (HR), payroll, and workforce management (WFM) software, and managed services, for UK and Ireland-based midsize to large size employers. In 2025 we acquired elementsuite, bringing together their AI enabled HR and WFM suite with our own award-winning payroll and HR platform. Combined, we offer best-in-class tools and expertise through an end-to-end solution which delivers the AI-enabled HR, WFM, and payroll outcomes our customers need. Zellis was named Payroll Software Supplier of the Year at the Global Payroll Awards 2024 and 2025. Our flagship solution, Zellis HCM Cloud has won the Payroll Software of the Year Award (CIPP 2020, 2021, and 2024) and Payroll & HR Software Product Award (The Rewards 2019, 2021, 2023, and 2024).

For further information
please visit zellis.com

zellis.com

UNLIMIT
WHAT'S
NEXT 

The "Unlimit What's Next" logo graphic, featuring the words "UNLIMIT", "WHAT'S", and "NEXT" stacked vertically in a bold, white, sans-serif font. To the right of the text is a white geometric graphic consisting of a triangle with a diagonal line through it, forming a stylized arrow or 'X' shape.