



Case Study

Cromwell

Boosting operational performance and reducing risk with Zellis HCM Cloud.

A photograph of two industrial workers in a factory setting. A man on the left wears a yellow hard hat, safety glasses, and a grey work jacket. A woman on the right wears a white hard hat with an orange logo, safety glasses, and an orange high-visibility work jacket. She is holding a tablet and pointing upwards with her left hand. The background shows industrial machinery and a blurred worker in the distance.

An industrial tool supplier on a mission to future-proof its HR operations.

Having been established for more than 50 years and with over 1,500 employees, industrial tools and PPE health and safety supplier, Cromwell, offers an unrivalled choice of products to all industries, professions and trades. Famous for its cutting tools, hand tools, power tools and abrasives, its dedicated experts provide audits and advice on how businesses can improve with the help of these four key categories.

Cromwell is constantly committed to delivering a truly customer-focused and cost-effective service that meets every client's needs – something which in 2020, its team set out to reflect within their own employee experience by future-proofing their payroll and HR operations.

Head of Reward and HR Services, Jennifer Roberts, and Senior Payroll and Systems Specialist, Sue Hayes, knew that the current complexity of their on-premise system would cause them a challenge when making impactful improvements. The fact that the software had been customised significantly meant it required a lot of work to maintain.

In addition, the organisation recognised that cloud-based systems were the future. This meant that a shift in that direction seemed like the obvious choice to gain the benefits and value that come hand in hand with a cloud solution.



Introducing Zellis
HCM Cloud for
payroll and HR
administration.



Cromwell has worked with Zellis for payroll and HR software and services since 2006. After researching the rest of the market and considering various alternative options, the company decided to extend this long-standing partnership. Zellis' new flagship solution, Zellis HCM Cloud, was exactly what they were looking for.

"There were a couple of different options we could have taken, but seeing Zellis HCM Cloud in the demonstrations felt like a better option for us from a longevity perspective as we wanted a solution that was going to last quite a while and that wasn't going to become outdated quickly or require substantial intervention." explains Jennifer Roberts, Head of Reward and HR Services.

66

Seeing Zellis HCM Cloud in the demonstrations felt like a better option for us from a longevity perspective."

- Jennifer Roberts, Head of Reward and HR Services,
Cromwell



As a result, in May 2021, Cromwell moved to the Zellis HCM Cloud system for payroll and HR administration. Much to the company's delight, the implementation process went so smoothly that not a single employee noticed the transition.



Their HCM solution also included Zellis' MyView employee self-service application – an intuitive, modern interface enabling staff to book leave, view payslips, trade holidays, and much more in a few simple clicks.

Jennifer continues, "The migration went absolutely seamlessly, to the point where people in the business didn't even know it had happened. The only people who were aware of what was occurring were the project team and the leaders who'd signed the project off – apart from that, it was just about a new link going out for people to click on and then just carry on doing what they were doing before."



66

The migration went absolutely seamlessly, to the point where people in the business didn't even know it had happened."

- Jennifer Roberts, Head of Reward and HR Services, Cromwell

A complete operational transformation.

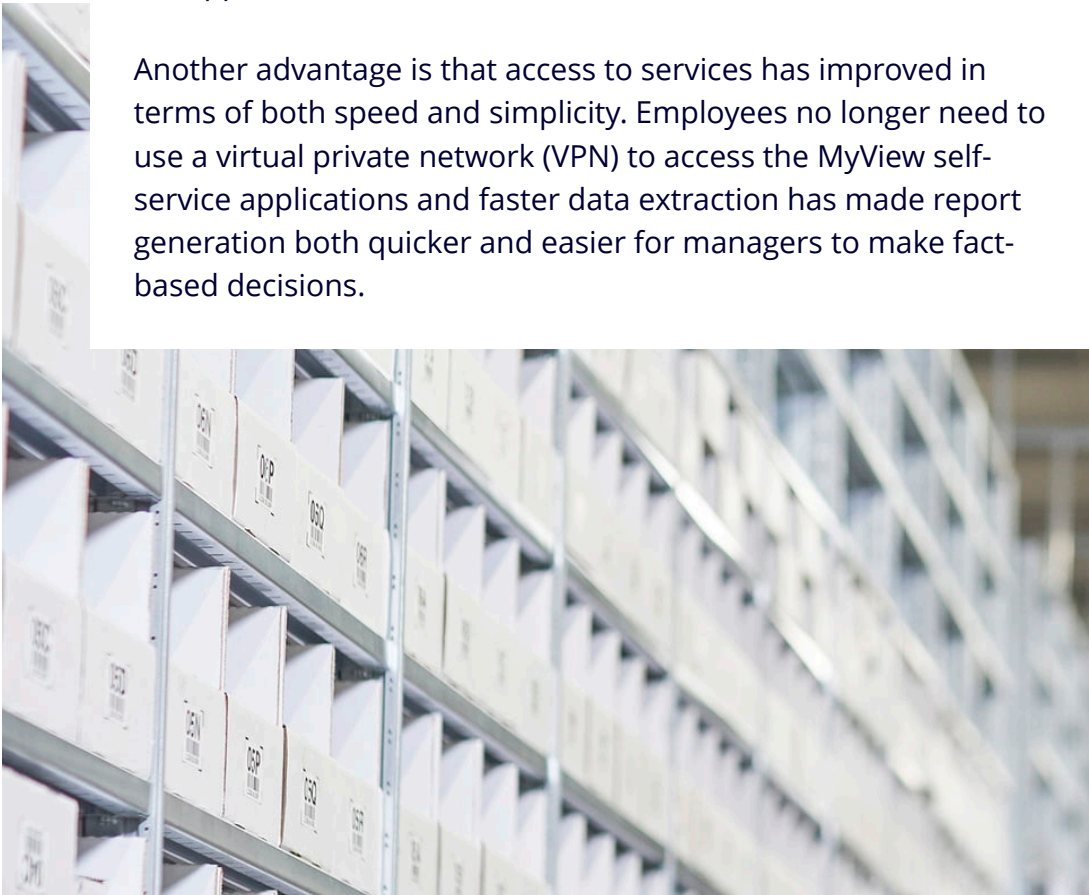
Providing reliability, security, and efficiency.



Shortly following their smooth and successful migration, Cromwell began to reap the business benefits of moving to Zellis HCM Cloud – with many based around improved operational performance and reduced risk. For example, data security has been significantly enhanced, while reliability and service availability have also increased as the system no longer runs on unsupported servers.

Another advantage is that access to services has improved in terms of both speed and simplicity. Employees no longer need to use a virtual private network (VPN) to access the MyView self-service applications and faster data extraction has made report generation both quicker and easier for managers to make fact-based decisions.

Sue Hayes, Senior Payroll and Systems Specialist explains: “If we were running a big report it would time out. But now we’re not seeing those time-outs, or at least they’re very rare. So the system is definitely working faster and is managing larger outputs.”



Thanks to seamless integration, relevant data can also be fed into other systems, such as the performance management tool operated by Cromwell's parent company. Reports can also be automatically scheduled to run overnight and then transferred to Cromwell servers, to be accessed by other departments for their onward processing.

A further benefit of the new system is that it requires much less support from the IT department. As Jennifer Roberts points out: "Before we transitioned over, we were having some technical issues in the fact that MyView kept going down. IT would have to intervene in the morning and reset everything and it became quite a labour-intensive process, but that's no longer the case now."


More recently during 2022, Cromwell enabled the Single Sign-On (SSO) functionality and linked this into their Multi-Factor Authentication (MFA) process, meaning a simpler sign-in process for colleagues when accessing MyView or ResourceLink via their company network.

66

Data security has been significantly enhanced, while reliability and service availability have also increased."

- Jennifer Roberts, Head of Reward and HR Services, Cromwell



A photograph of a man with a beard and short hair, wearing a dark blue polo shirt and a high-visibility yellow and orange safety vest. He is standing with his arms crossed in front of a white van. The van has the word "Cromwell" written vertically on its side in a large, white, sans-serif font. The background is a blurred industrial or construction site. The entire image is overlaid with a dark blue semi-transparent filter.

Thank you for reading our case study

Cromwell