

The esure logo, featuring the word "esure" in a lowercase, blue, sans-serif font. The background of the slide is a photograph of a modern residential development with several two-story houses, dark grey roofs, and parked cars in a driveway. A large dark blue diagonal shape is overlaid on the left side of the image, containing the text.

Case study

esure

Enhancing operations
at scale using
automation.

Zellis
customer
solutions.

Background

esure Group, a leading UK insurer, has digitised their internal processes in HR and payroll management by integrating the Zellis Intelligence Platform with Microsoft Power Automate. The HR and payroll team has experienced impressive time saving and efficiency thanks to the ability to automate previously labour-intensive tasks.

The Zellis and esure partnership

Founded in 2000, esure Group is one of the UK's leading providers of motor and home insurance products. Supporting over 2 million customers in the UK, through the esure and Sheilas' Wheels brands, esure Group combines an entrepreneurial mindset with the agility and innovation of InsurTech.

Focused on developing industry beating technology, insights and data while delivering fantastic levels of service, in order to deliver more personalised experiences to meet the evolving needs and expectations of its customers.

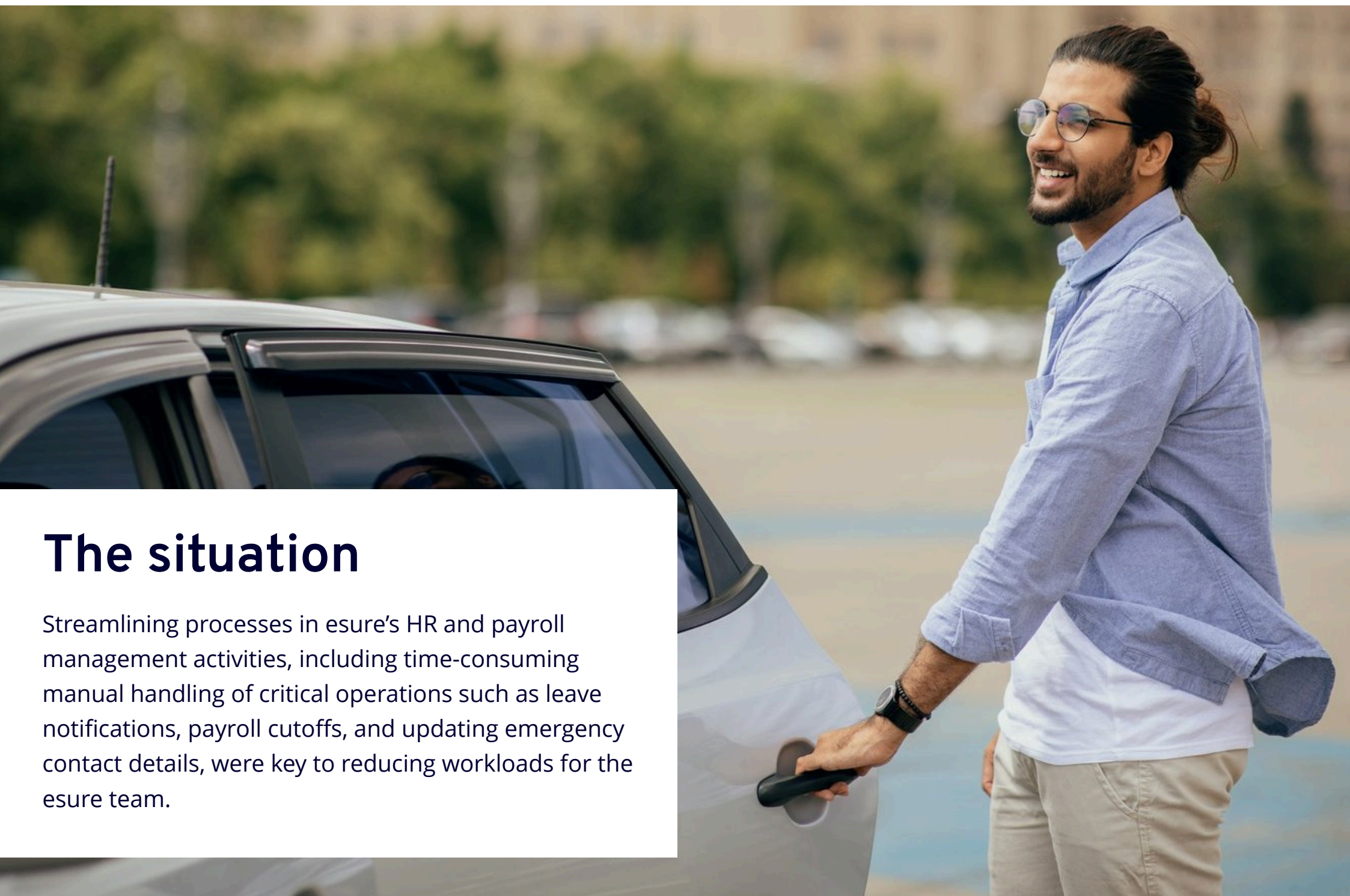
Since partnering with Zellis in 2020, esure uses Zellis Managed Services, including ResourceLink for HR backend access and MyView for frontend user interactions. This solution significantly increased esure's control and visibility of the HR and payroll data for their 1200+ colleagues.

Several time-consuming manual HR processes remained, however. Recognising the need for advanced automation, Zellis introduced esure to the new capabilities provided by Power Automate and was on hand to support the implementation journey of the new solution.



The situation

Streamlining processes in esure's HR and payroll management activities, including time-consuming manual handling of critical operations such as leave notifications, payroll cutoffs, and updating emergency contact details, were key to reducing workloads for the esure team.



Streamlining processes

Connor Hughes, People Service Lead, at esure and the wider HR team specifically identified the need for streamlining processes, such as the communication of changes in employee status, maintaining up-to-date emergency contact information and enabling timely updates for payroll processing.

By streamlining and automating these processes, esure's HR tasks would be simplified for colleagues, enhancing data management and accessibility across the organisation, all while meeting the strict regulatory compliance required in insurance processes.





The solution

Implementing Zellis automation solutions that integrated with esure's existing core systems.

Automation flows designed for you

The Zellis Intelligence Platform, coupled with Microsoft Power Automate, is designed to provide a robust framework for automating routine HR tasks and notifications.

The implementation of these tools has enabled customised automation flows that align with esure's needs, including:

- Emergency contact updates
- Leave management notifications
- New parental leave congratulations notifications
- Payroll cutoff and change notifications
- Notifications for new starters and their managers regarding tech access and setting personal objectives

Automation of key processes has improved the speed and accuracy of esure's HR-related communications while streamlining key HR and payroll processes. This has significantly reduced the administrative burden on the HR team.

450 hours of
time saved over
the year through
automation



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Gaining more than one week of time back each month from previously manual tasks to focus on other value-add activity is extremely beneficial, and we've only just scratched the surface of what we can automate!"

Connor Hughes, People Services Lead, esure Group

An ongoing partnership

There is a promising future for the partnership between esure and Zellis. By working together, this will support esure's goal of driving operational excellence and reducing manual intervention in HR and payroll processes.



Continuous improvement

The ongoing partnership between esure and Zellis will continue to leverage the latest automation technologies, with Zellis supporting esure's strategic vision of building a winning digital culture.

The successful implementation of Microsoft Power Automate into Zellis Intelligence Platform has helped esure significantly reduce manual intervention in their HR and payroll processes, improving operational excellence.



A shared commitment to innovation demonstrates the alignment between esure and Zellis, and this project continues to evolve as both esure and Zellis identify and implement new use cases for automation.

The next steps of this project involve esure implementing the backlog of automations that have been identified. esure Group will implement the changes gradually, to ensure colleagues will have time to adjust to new processes, and that each phase of automation is aligned with esure's overall operational needs and capacity for change.

Connor and the esure team plan to automate as many aspects of HR and payroll management as possible. This will help to alleviate the administrative burden on colleagues, enabling them to focus more on value-add tasks and less on routine processes.



Automation with innovation, to ensure results

In this case study, we have explored how esure Group automated HR and payroll management processes through their partnership with Zellis. Facing issues with time-consuming manual processes, esure turned to Zellis for a solution that would streamline operations and enhance colleague experiences.

Utilising the powerful combination of the Zellis Intelligence Platform and Microsoft Power Automate, esure successfully automated many essential HR functions. Key automation flows now handle tasks such as emergency contact updates, leave management notifications, and payroll operations.

This integration has improved operational efficiency and enhanced compliance for a company in a highly regulated industry. The overall employee experience has been noticeably upgraded through timely and accurate HR processes.

Streamlined workflows and reduced administrative burdens, as well as an HR department now able to focus on strategic growth rather than mundane tasks, all demonstrate the true power of automation to transform business outcomes.

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The approach to automation and innovation exemplified by esure is game-changing. The determination to reduce admin for esure employees via automation makes for a smooth development and deployment experience, with immediate realised value and benefit."

Phil Glew-Deval, Managing Consultant (Platform Power), Zellis



Thank you for reading

Looking to enhance operational efficiency and reduce manual errors within your organisation?

Explore how Zellis can transform your business processes by enabling seamless automation of routine tasks.

Visit our website to learn more about our Power Automate services and discover how you can start your journey towards smarter, more efficient business operations today.

This is our second case study with [esure](#), [click here to read the first.](#)



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