



HSE Ireland

A customer case study



About HSE



HSE provides all of Ireland's public health services in hospitals and communities across the country.

Pandemic or no pandemic, with a total of 42,000 employees, most of whom are key workers, getting payroll and HR correct is crucial.

Zellis had worked with HSE for several years and had an established relationship with their payroll teams.



**Feidhmeannas Seirbhíse Sláinte
Health Service Executive**

Industry challenges

Healthcare payroll, indeed, all public sector payroll and HR, presents several industry specific challenges and complex constraints.

Service conditions vary widely, and there are specific rules which are unique to the public sector and influence requirements across pay scales, pensions, and allowances.

Cyber attack!



The HSE payroll and HR system was placed under increased strain on 13th May 2021, when Russian criminal gang Wizard Spider carried out a devastating cyberattack.

The cyberattack meant that all systems had to be taken offline while security teams secured the systems. But the pressure was on, because 22,000 people (most of them key workers) were due to be paid on 20th May, just 7 days after the attack.

Existing partnership

Having previously worked with the Zellis Unipay 5.4 consolidated platform, HSE had recently switched over to the Zellis HCM cloud, which is our most powerful solution yet.

And thankfully, HSE had recently taken out a managed solution with Zellis, so not only were Zellis able to provide collaborative support, but also because much of the payroll functionality was now cloud based, all teams were able to continue to access the critical pay data entry needed to meet the payroll deadline.

Collaborative crisis management

The first step was the delivery of a “clean” laptop, which enabled the team to set up an SFTP-based network to exchange large payroll files between designated email accounts so that the required data could be uploaded into Zellis’ secure systems.

A URL redirect was set up to the Zellis site to enable employees to seamlessly access the employee self-service application, MyView, which is usually provided by the HSE network.

Ongoing support

As more clean laptops were obtained, Zellis provided each payroll manager with individual SSL virtual private network tokens and supported in configuring Wi-Fi connections so that they could access the Zellis system.

Over time, the HSE team were able to work on the ResourceLink system again, and Zellis continued to support until most of the HSE networks were reinstated on 23rd July 2021.

Successful resolution

This close collaboration between HSE and Zellis meant that everyone on payroll under the Zellis managed system was paid accurately and on time on 20th May.

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“We were thankful that we had a managed service. It meant Zellis could get everything up and running as soon as we got our first ‘clean laptop.’ They were nothing but helpful. This resulted in HSE staff being paid correctly and on time despite significant and unprecedented disruption to our IT systems.”

Brid Harte, HSE national payroll manager

Key success factors



Sean Murray, Application Consultancy Leader at Zellis, believes that there were four key factors in successfully negotiating the impact of the cyber attack.

1. Tried and trusted technological solutions were able to seamlessly meet the technical challenges of healthcare payroll.
2. A strong relationship and a deep understanding between Zellis and HSE payroll teams gave each team insights which helped them work together.
3. Adaptable and resilient payroll teams who were willing to go above and beyond to adapt and make sure that people got paid on time.
4. The unique ability of Zellis to collaborate with the HSE payroll team, thanks to their experience and understanding of how their complex payroll processes worked.

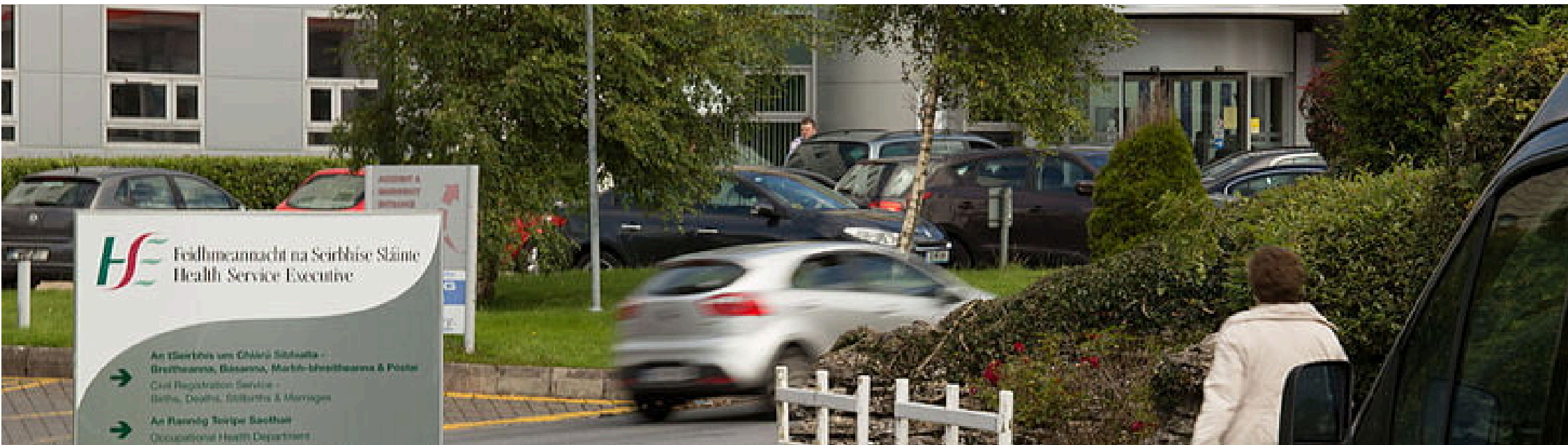
“It was amazing to be able to work together effectively without the need for time-consuming meetings or reinventing processes to fit purpose,”

- Sean Murray

A collaborative relationship

The unique Zellis systems and the collaborative relationship between HSE and Zellis ensured that no employee suffered delays to their pay during at a time of the biggest international health event and the largest cyber attack of all time.

To find out how you can create business resilience with a strong payroll partnership, head over to our [managed payroll services page](#) or [get in touch today](#).



Thanks for reading about our collaboration with HSE.

Would you like to find out how you can create business resilience with a strong payroll partnership?

Leave your details and one of our team will be in touch!