

The background of the slide is a wide-angle landscape photograph taken during sunset. The sky is a mix of soft orange, yellow, and light blue, with some wispy clouds. The sun is a bright orange orb on the horizon, partially obscured by a range of low hills. In the foreground, there are rolling green hills, a large green field, and a river with a bridge. The overall scene is peaceful and scenic.


Case Study

Monmouthshire County Council

Zellis HCM Cloud enabling digital transformation.

A new system for a new normal.

Having enjoyed a 15-year long successful relationship with Zellis, where they utilised our ResourceLink software for payroll and HR administration activities, Monmouthshire decided to become one of the first UK customers to migrate to Zellis HCM Cloud, our flagship suite solution.



The move to a cloud-based system was triggered initially by changes brought about due to the pandemic, with remote working capabilities becoming a high priority.

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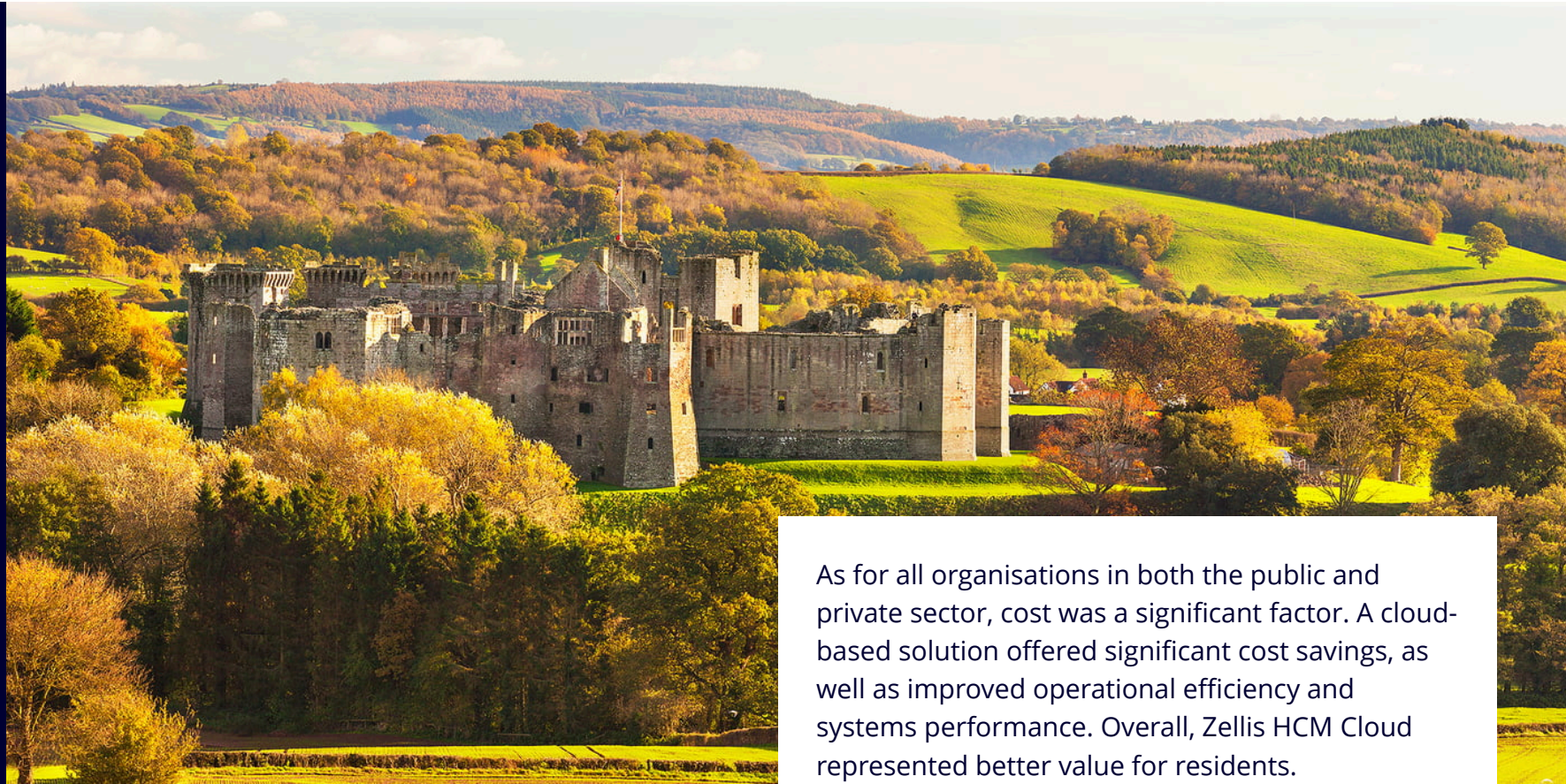
Even before we began needing to work remotely due to COVID-19, it was clear that our current system needed upgrading, both to drive efficiency savings and to deliver on our commitment to be a leading example of digital transformation in the public sector.

We knew that change would be required in order to fulfil our goal of becoming a digital council of the future.”

- Peter Davies, Deputy Chief Executive, Monmouthshire County Council

Monmouthshire’s former on-premise system was both “old” and “somewhat inflexible.” It was vital that employees could benefit from a positive day-to-day experience, but also that the right tools and data were made available to empower them to “do their work effectively and efficiently.”

Monmouthshire County Council employs around 4,500 staff working across the rural Welsh county who are crucial in ensuring residents have access to great education, protecting vulnerable citizens and supporting a strong local economy, as well as providing council services across the board.



As for all organisations in both the public and private sector, cost was a significant factor. A cloud-based solution offered significant cost savings, as well as improved operational efficiency and systems performance. Overall, Zellis HCM Cloud represented better value for residents.

Peter also pointed out that Monmouthshire saw a cloud-based solution as an opportunity to:

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... bring not just our infrastructure but also our working practices and mindsets into the digital age."

- Peter Davies, Deputy Chief Executive, Monmouthshire County Council

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Cloud capabilities for a digital future.

Monmouthshire County Council has enhanced the employee experience, improved operational efficiency, and revamped how it uses people data - all thanks to Zellis HCM Cloud.



The benefits of moving to Zellis HCM Cloud

Zellis HCM Cloud has a strong focus on data integration and analytics which enabled Monmouthshire County Council to enhance its decision-making activities while ensuring that data remained consistent and accurate across all payroll and HR systems.

Keeping data on track can be difficult when documents are shared across several departments, but the latest technology protects data from being edited in error, keeping the entire system clean.



"Zellis HCM Cloud supports our organisation's wider aim to improve the way in which our 'people data' is used. Keeping this information clean, secure, managed, and properly analysed is crucial to underpinning a successful digital transformation – and this solution will go a long way to helping us improve the way in which we use and interact with data going forward."

- Peter Davies, Deputy Chief Executive, Monmouthshire County Council





Seamless integration

Another significant benefit of Zellis HCM Cloud is that it can be seamlessly integrated with the Council's Microsoft 365 and Power Platform tools.

This means employees can carry out key payroll- and HR-related activities, such as requesting holiday time or submitting expenses claims, within their 'flow of work' whether at home, in the office or out in the field as a result of the software's mobile access capabilities.

The single sign-on functionality covers both the payroll and HR system, as well as Microsoft's 365 office productivity suite so employees can now move easily between them without having to re-enter different passwords. Managers can also easily approve holiday and expense requests directly from their Outlook email inbox.

An exciting digital future.

Zellis is proud to be part of Monmouthshire County Council's digital journey - we look forward to continuing to be part of providing a superior service to local residents.



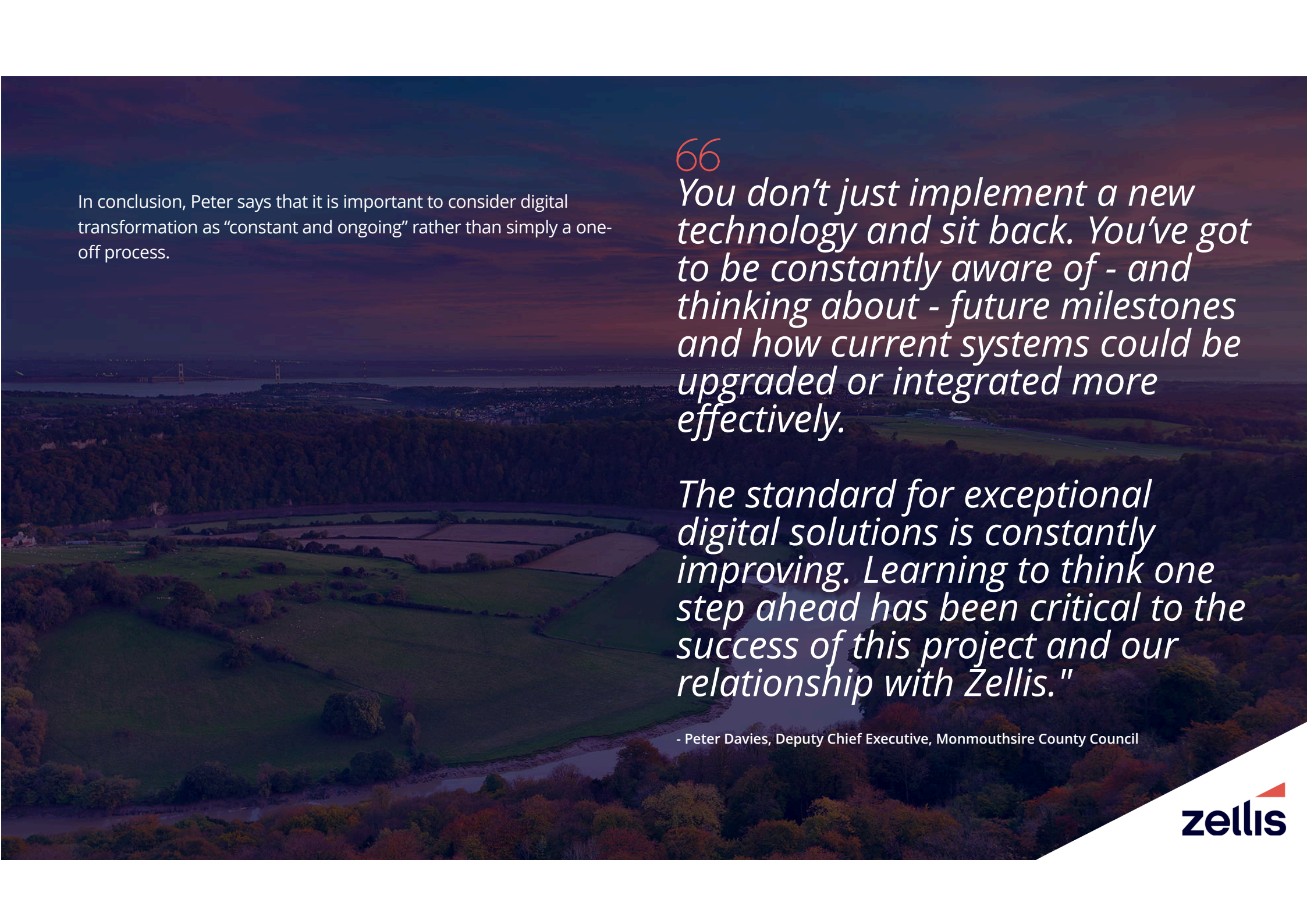


Monmouthshire County Council is now working to integrate Zellis HCM Cloud with as many of the Council's systems and processes as possible.

Digital transformation for this forward-thinking council will include experimenting with robotic process automation and more sophisticated uses of data, which includes the additional deployment of smart chatbots and AI to boost efficiency and enhance employee experience still further.

Monmouthshire is also enthusiastic about the opportunities through Zellis HCM Cloud of helping the organisation build a "more substantial technology ecosystem" over time.

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In conclusion, Peter says that it is important to consider digital transformation as “constant and ongoing” rather than simply a one-off process.

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You don't just implement a new technology and sit back. You've got to be constantly aware of - and thinking about - future milestones and how current systems could be upgraded or integrated more effectively.

The standard for exceptional digital solutions is constantly improving. Learning to think one step ahead has been critical to the success of this project and our relationship with Zellis."

- Peter Davies, Deputy Chief Executive, Monmouthshire County Council

Thank you for reading our case study

Monmouthshire County Council

Would you like to know more about Zellis HCM Cloud?
Contact us to let us know!

