

Case Study

A2Dominion

Optimising expense management.



a2dominion

Unlocking the full potential of Zellis solutions .

Streamlining processes through strategic implementation and expert collaboration.



A2Dominion currently has over 39,000 residents living in their homes. Driven by a social purpose, they aim to enhance people's lives by providing high-quality housing and services, reinvesting profits into the construction of new homes and actively supporting the communities in their area.

We recently sat down with Alison Chapman, Systems Manager, and Rachelle Delaffon, Systems Analyst, to discuss their implementation of the expense module within ResourceLink. As a result of the move, A2Dominion has welcomed many benefits to their expense procedures, including performance improvements for both users and managers, time and money savings on an impressive scale and the delivery of a key strategic system improvement of managing expenses within one platform, resulting in the retirement of legacy ways of working.



With around 1200 employees on payroll, the previous system for expenses was lengthy and cumbersome. A2Dominion was using SharePoint, which also enables the driver's verification system. The process involved managers manually approving expenses before payroll extracted the expense details, this then had to be manually transferred to ResourceLink for processing.

This extended process with lots of manual work and complicated forms, took a lot of time and resulted in an unacceptable number of errors and corrections.

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One of my own expense payments was incorrectly sent to the wrong person due to the amount of manual reconciliation from two different sources."

- Alison Chapman, Systems Manager, A2Dominion

The driving force behind the change to ResourceLink was from an employee experience perspective, making claiming for expenses easier and less prone to error, as well as improving the overall outcomes of the expense system. Using the expense module within ResourceLink would facilitate the design of a robust system that makes tracking documents easier.

A2Dominion aspires to make the shift from monthly to bi-monthly payments and this couldn't be achieved by the old way of working as the small payroll team wouldn't have capacity to administer it.

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Payroll was using a lot of manual sheets, which increased costs in terms of time and money due to incorrect payments being made."

- Rachelle Delaffon, Systems Analyst, A2Dominion

However, utilising the new module opens up the opportunity for bi-monthly expenses to be adopted in May 2024. This important change will enable our colleagues to receive payments for expense claims quicker and with less wait times, which is important during this time of cost of living challenges.



Initiating change to Zellis comprehensive expense handling solution.

Navigating the shift from manual
processes to a user-focused system.



As A2Dominion had already been using ResourceLink, they didn't need to start from ground zero. Expense codes and other information were already in the system, so the focus of this project was on the process of how it is used within the company.



Initiating change with a strategic framework

The project began with creating a roadmap of what they wanted to achieve and prioritising the things they would work on first. This involved looking into how the system works from both an employee perspective, through the MyView app, and from a manager's perspective who approves expenses in the dashboard.

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Speeding up the time for expenses to be paid was considered the highest priority, especially with the cost of living rising and the impact of the pandemic. "We wanted to make it easier and more flexible for employees to get that money quicker."

- Alison Chapman, Systems Manager, A2Dominion

Preparing colleagues and empowering payroll for success.

Changes to existing systems can often face resistance from colleagues who have been used to doing things in a certain way.

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"I think if people understand why you're doing it, they're a little bit more on board. When we explained that this is going to enable us to make bi-monthly expense payments so they wouldn't have to wait eight weeks for payment, they quickly accepted it."

- Rachelle Delaffon, Systems Analyst, A2Dominion

A2Dominion had a plan in place to engage employees from all sectors from the testing phase, so people were prepared for the switch to the expense module.

Payroll was also, of course, a key part of the whole process from testing to learning how to use the system, as they would be the ones to run it.

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This all gave us useful feedback into what was good and what was not good so we could tweak the system before the official rollout.

- Rachelle Delaffon, Systems Analyst, A2Dominion

They also provided user guides, which were available through the portal, as well as offering training sessions on how to claim and manage expenses as both a colleague and a manager. The Systems team set up drop-in sessions to help employees with any questions they had.

Leveraging Zellis expertise.

The Zellis team played a crucial role in assisting with the implementation and rollout process, aiming to be responsive and available when needed.

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I had worked with Alan Walker, the Zellis consultant, at my previous company so knew that he was extremely knowledgeable about all aspects of ResourceLink so it was a pleasure to have him help us with our implementation. And despite being new to the company, Jack Buxton already had a bank of impressive knowledge and a proactive attitude, taking the initiative to go off and research the correct information anytime he was unsure."

- Alison Chapman, Systems Manager, A2Dominion

Saving time and money with optimised expense management .

Colleague feedback, efficiency gains, and mobile app advancements.



Colleagues have largely welcomed the new system, with many saying that it is easier and simpler to use.

They can now conveniently claim expenses wherever they are through the app on their phone or mobile device, or they can do it through their laptop or desktop.

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"We have massively reduced the number of tickets and queries that are coming in regarding expenses, and I think that's a good sign that people are a lot more comfortable using it."

Rachelle Delaffon



The result of moving the expense process to ResourceLink has also significantly reduced processing time.

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It would have taken at least a day to extract it all from SharePoint."

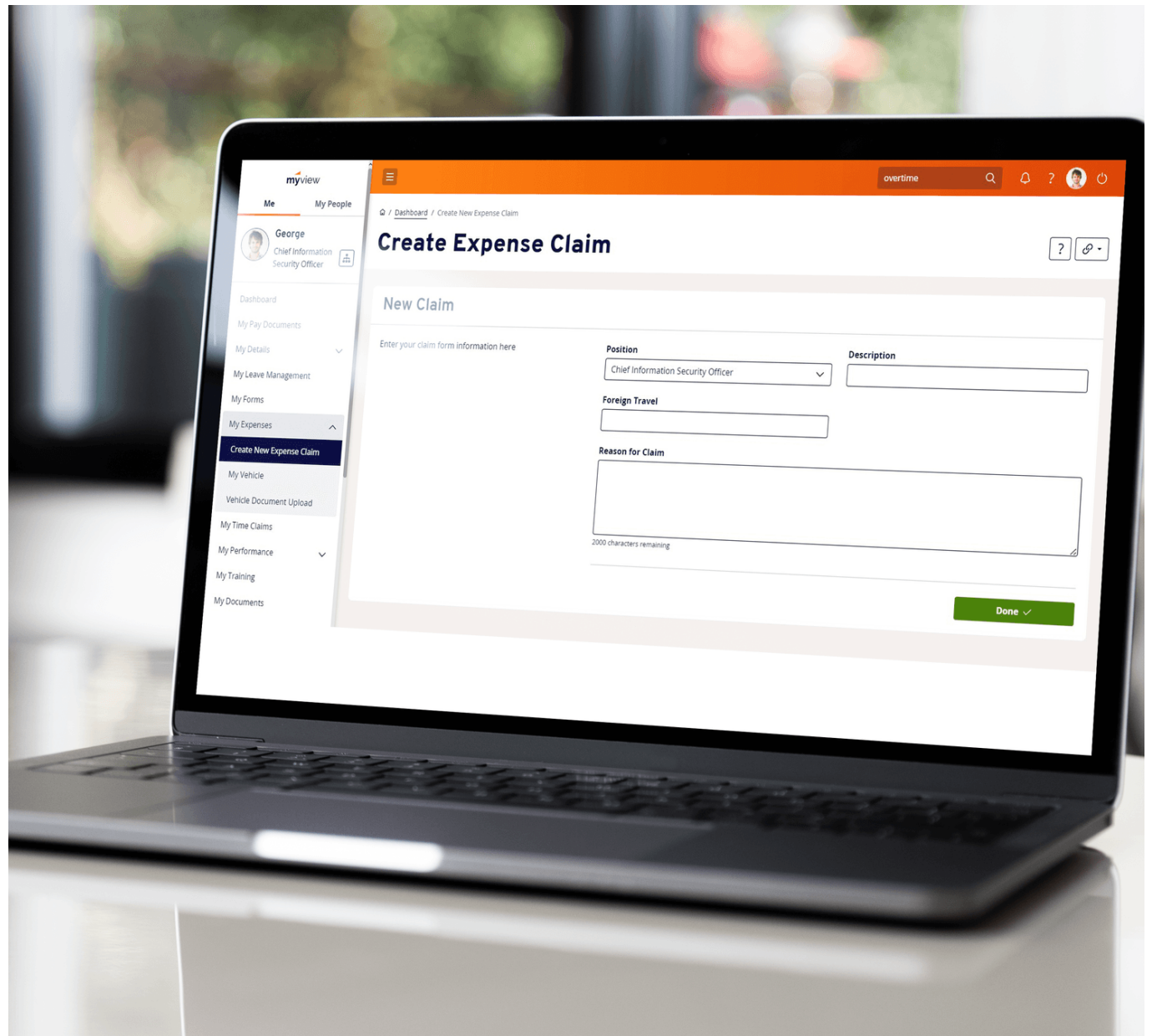
- Alison Chapman, Systems Manager, A2Dominion

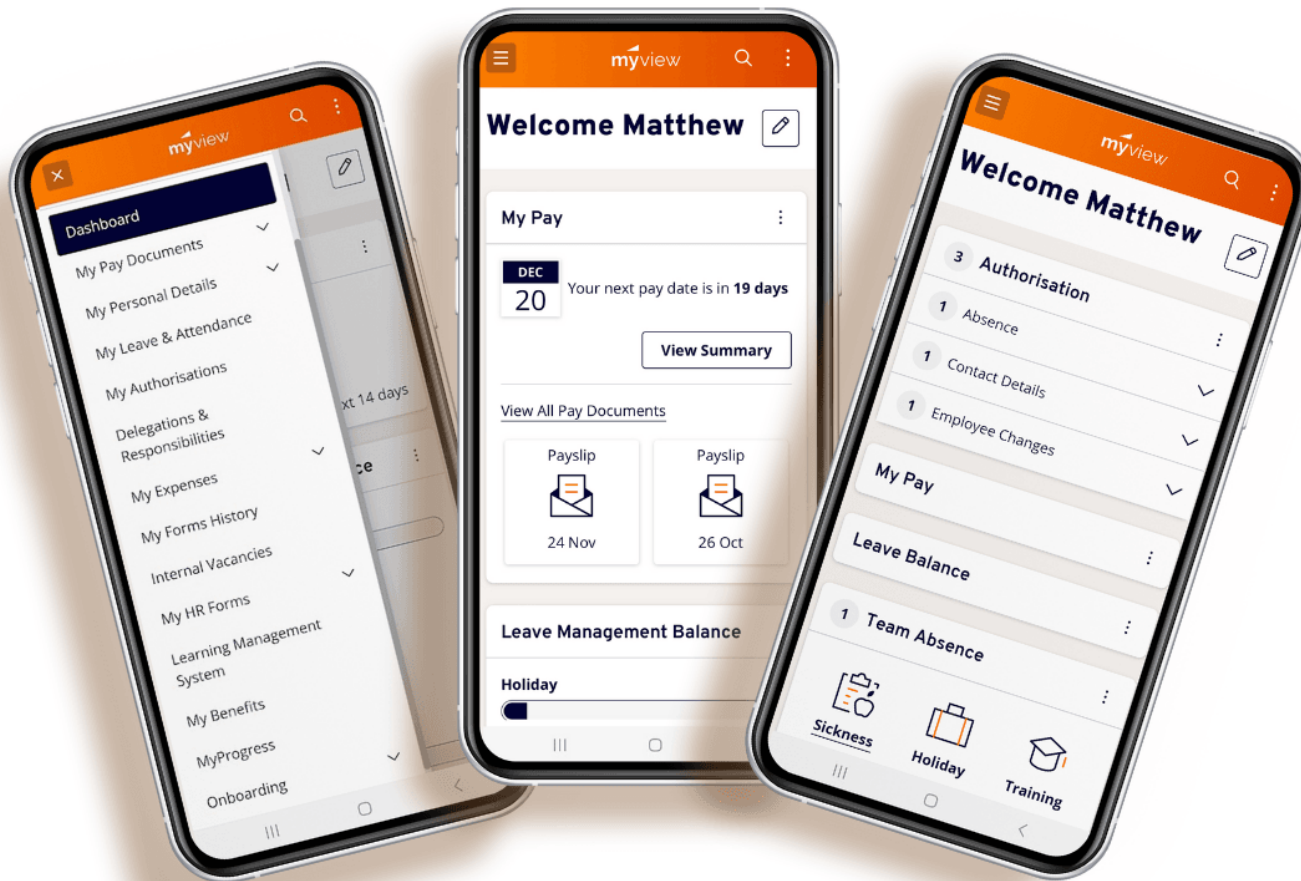
Even more crucially, errors are a thing of the past.

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Employees can now go onto their MyView account and submit their expenses. This eliminates the risk of the wrong employee being paid, and with employees inputting their own expenses, they are less likely to make errors in the amounts they claim."

- Alison Chapman, Systems Manager, A2Dominion





The mobile app has also provided a huge improvement in the usability for colleagues.

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The app was a game-changer for us, especially because not everyone is sitting at a desk. It makes things so much easier for those who are out visiting sites or residents. They can use the app to approve holidays, expenses, and submit expenses on the go. This really helped in pushing expenses to the forefront and letting people know that they could now do it through the app, without having to wait for that one day a week in the office."

- Alison Chapman, Systems Manager, A2Dominion

Expense management solutions for the future.

Adapting to change: the flexibility of ResourceLink.



While the use of MyView for expense claims has been straightforward, redesigning the system to implement mileage is proving to be a little more involved and is an ongoing process. Driver verification is currently carried out through SharePoint. Employees must use that system to upload relevant insurance and other documents to verify that they are entitled to drive. Previously, if any of those documents were out of date, the system would prevent the submission of mileage expenses.

As there is presently no link between SharePoint and ResourceLink, information must be manually extracted from SharePoint to identify individuals with outdated documents to avoid payments being made without proper validation. Payroll then excludes them from the expense run and sends emails requesting updated documents. This back-and-forth process is not ideal; however,

Zellis is working with A2Dominion on a solution that will enable the connection of the two systems and full automation of mileage validation and the verification process.

A2Dominion also has plans to further streamline the payroll process using ResourceLink, specifically back pay, which currently involves manual calculations, as well as exploring how to better manage salary sacrifice. Automation of HR Process is high on the agenda too utilising MyTeam process and Myforms functionality to remove forms that currently sit within Sharepoint

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Overall, we'll try to keep to what we've got on our roadmap, but obviously the organisation will change, and we will need to change, adjust, and tweak ResourceLink to accommodate that. Luckily, it has the flexibility to do that."

- Alison Chapman, Systems Manager, A2Dominion



Streamlining expense management with ResourceLink.

A2Dominion's experience with ResourceLink shows the importance of fully engaging with systems to revolutionise the way expenses are managed.

The shift from manual, time-consuming processes to a streamlined system within ResourceLink not only reduced processing time but also eradicated errors. With better transparency and visibility of where payments are going and when, the process is now much more structured.

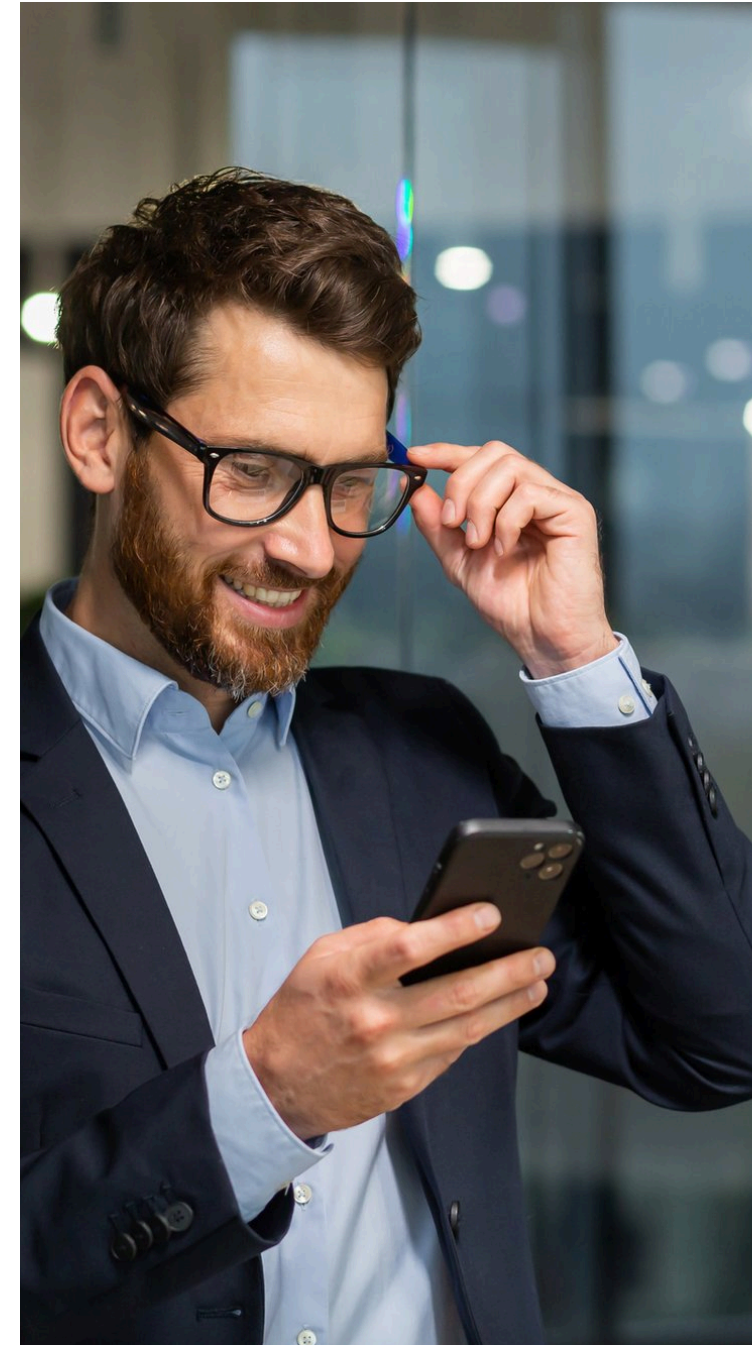
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It's like we've moved from a dinosaur era to modern times!"

- Rachelle Delaffon, Systems Analyst, A2Dominion

Employees can also now claim expenses with ease through the user-friendly MyView app, not only simplifying processes but better accommodating the diverse work styles of A2Dominion's workforce.

The ongoing efforts of both Zellis and A2Dominion to further refine payroll processes show their commitment to continuous improvement, while the flexibility of ResourceLink allows them to adapt to the evolving needs of their organisation.

Zellis and A2Dominion will continue to build on this success through innovating flexible and scalable expense management solutions.



Thank you for reading our case study

A2Dominion

[Click here to find out more about the MyView app](#)

The logo for a2dominio, featuring the word "a2dominio" in a lowercase, sans-serif font. To the right of the text is a stylized flame icon.