

## Case study

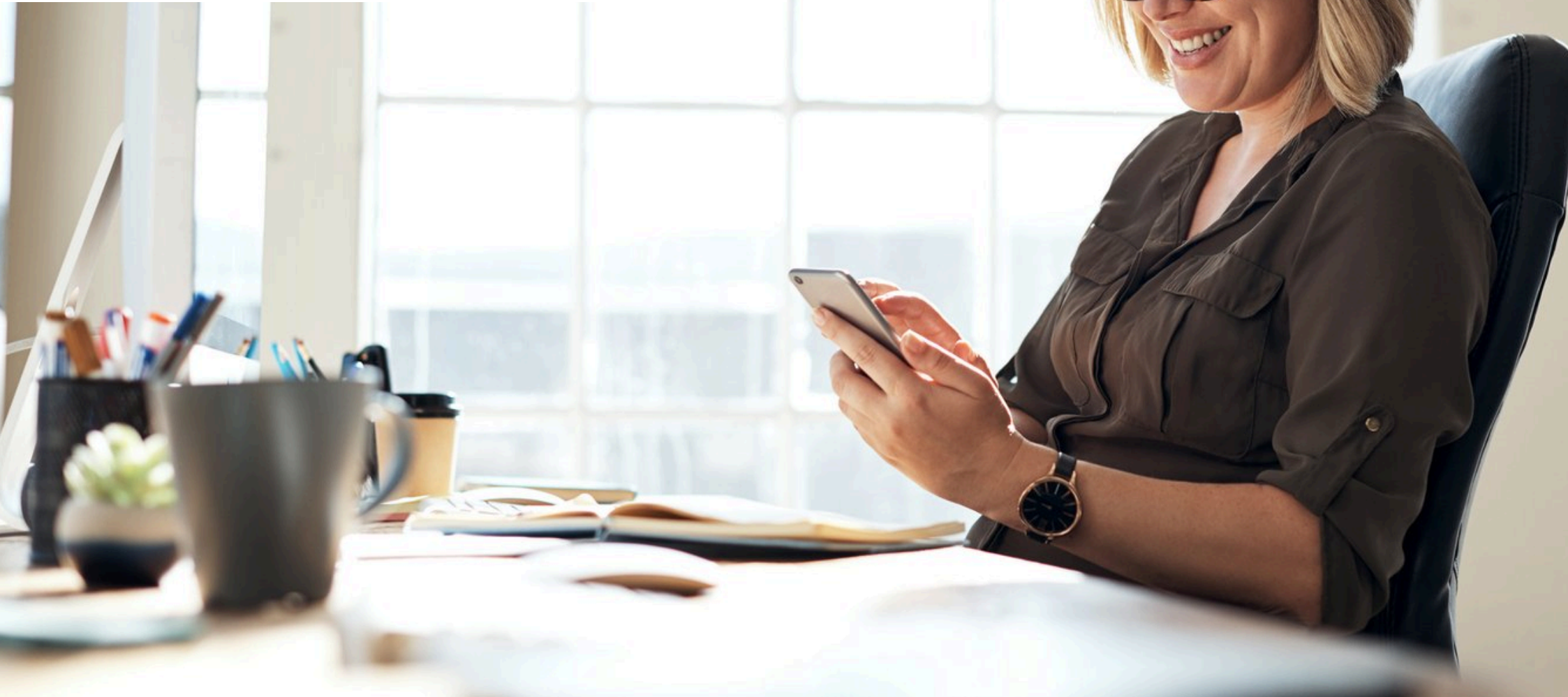
# Wilmott Dixon

Upgrading HR and Payroll with Zellis.



# Revamping Workflow

Willmott Dixon significantly improved their HR and payroll efficiency by implementing Zellis' system and conducting a system health check.



In 2018, Willmott Dixon implemented Zellis ResourceLink to run their payroll and some elements of HR management. A big benefit of the system has been the multi-streaming capability, which allows multiple records to be processed simultaneously, effectively reducing processing time. Willmott Dixon also recently undertook a Zellis system health check, which has had some impressive results.

In this case study, we chat to Alison Giddins - Payroll Manager, Chim Pritchard - Assistant Payroll Manager and Jasmine Jones - People Systems Manager about their experience of working with Zellis and how things have changed since implementing the recommendations highlighted during their health check.

Willmott Dixon had transitioned to Zellis ResourceLink in 2018 , and their system was highly specialised to fit their needs allowing for four payrolls run each month. Alison Giddins remembers that before setting up the new system, Zellis had encouraged them to create a wish list of what they wanted it to do.

Zellis documented the requirements, developed specifications, and presented them for approval. This was a challenging phase, but it was necessary to ensure we would end up with a system that met the needs of Alison and her team.

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*I'd worked with similar systems to ResourceLink in the past and I had a clear vision of what I wanted. I wanted it to do back pay, including Alabaster backpay calculations, I wanted to have national minimum wage control, salary sacrifice controls and all those things."*

- Alison Giddins, Payroll Manager, Willmott Dixon



After approval, Zellis developed the system and provided a test version. Willmott Dixon carried out User Acceptance Testing (UAT) and when satisfied with the results, started a two-month parallel running phase. This ensured that the system was balanced down to the penny, with no variances before rolling out in November.

The implementation was enabled by a knowledgeable CIPP qualified consultant and another who had a strong background in business intelligence. This specialist knowledge helped to iron out payroll-related concerns and provided a consistent level of support.

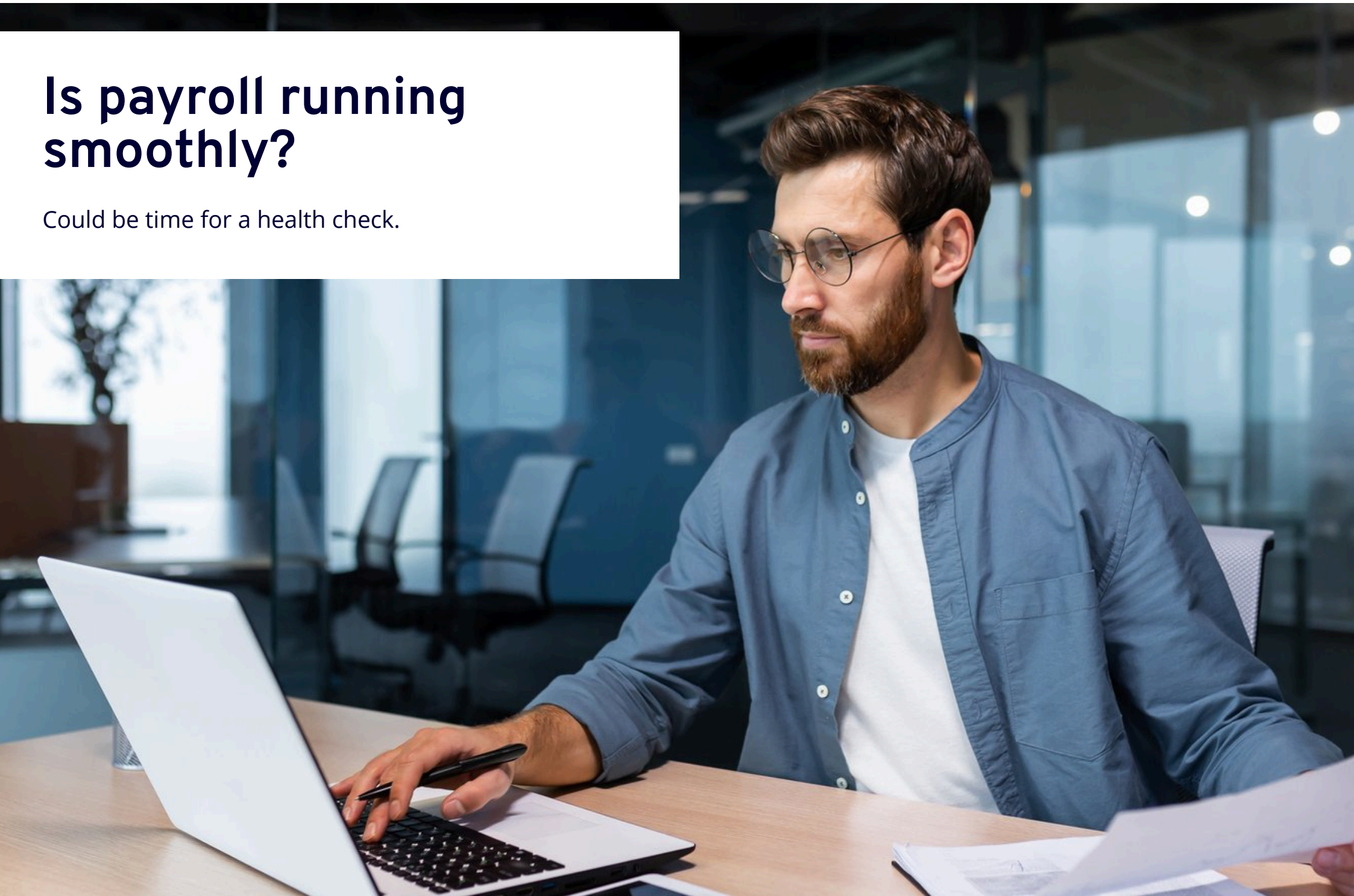
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*The team were very supportive and just very knowledgeable throughout the process."*

- Alison Giddins, Payroll Manager, Willmott Dixon

# Is payroll running smoothly?

Could be time for a health check.



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*Our system had become a little sluggish over the years, having been in use for over five years without any substantial housekeeping. We were dealing with slow payroll and costing processes and struggled to access our audit reports due to the enormous audit file size."*

- Chim Pritchard, Assistant Payroll Manager, Willmott Dixon

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*We were aware that something needed to change, and when Zellis offered a free health check on the condition that we act on the recommended remedial action within three months, our Head of Finance gave it the go ahead."*

- Alison Giddins, Payroll Manager, Willmott Dixon

The process began with a questionnaire, followed by a consultation to understand Willmott Dixon's concerns and challenges. Zellis was then able to review the system in detail, returning with a comprehensive list of recommended actions.

The primary issue was the lengthy time it took to run the payroll process and generate necessary reports. The process was so time-consuming that it often needed to be run outside of regular working hours, creating additional workload pressure for Chim and the rest of the payroll team.





Post health check, the team undertook a thorough housekeeping of the system, which resulted in an impressive improvement in processing speed. Tasks that previously took an hour could now be completed within 20 minutes. This drastic speed improvement was accomplished through several methods, including the utilisation of the task scheduler feature for overnight operations. With this feature, the team could set specific tasks to run outside of regular working hours, thereby ensuring smoother daytime operations.

Additionally, they implemented the use of offline reports, which, due to the improved system efficiency, marginally improved processing times. However, Chim noted that this feature could prove more beneficial for larger tasks in the future.

# Multi streaming

"A game changer for efficient payroll."



Multistreaming allows the system to process multiple records simultaneously, dramatically reducing payroll processing time.

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*Before we had this setup, the payroll processing would handle one person at a time. Now, it processes two records simultaneously, effectively halving the processing time."*

- Alison Giddins, Payroll Manager, Wilmott Dixon

The system's automations have further streamlined operations. Payroll calculations, compliance checks, and back pay calculations are now carried out automatically, reducing manual input and the chance of human error. The system also simplifies data upload and improves sickness calculations.

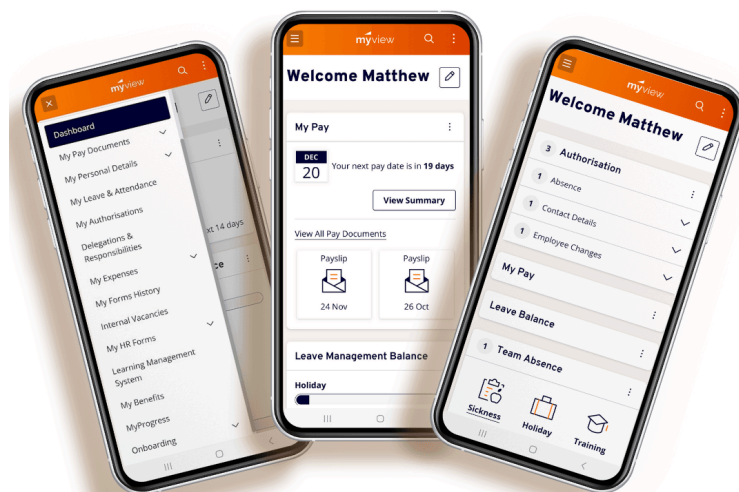
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*Given the size of our company and the number of people we pay, I have utmost confidence in the system's ability to handle statutory changes."*

- Alison Giddins, Payroll Manager, Wilmott Dixon

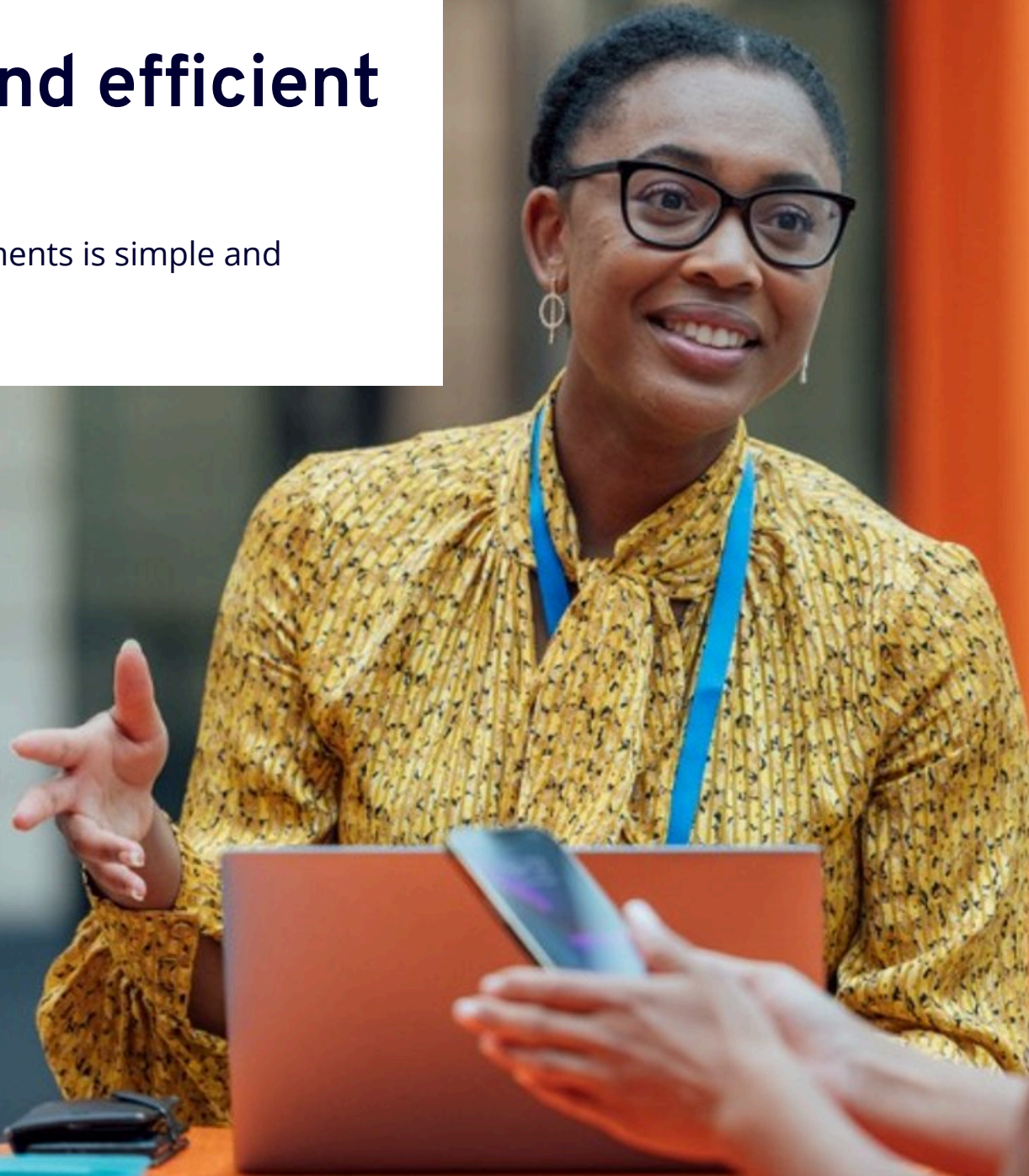
From an HR perspective, the system's self-service functionality has been great. People Systems Manager Jasmine Jones explained that all aspects of leave management are now automated, eliminating manual calculations. The system also facilitates onboarding and is used to generate letters for salary reviews and incentive payments, storing them where individuals can access them easily.

Another benefit has been the reduction in paper usage. Payslips, P11Ds, and P60s and letters are now accessible through the online portal and MyView app. This transition to digital has improved the company's sustainability by reducing paper usage and postage.



# Automated and efficient compliance.

Meeting compliance requirements is simple and straightforward with Zellis.



A standout feature for Willmott Dixon has been the system's comprehensive control and validation capabilities.

**66** *With statutory requirements such as auto-enrolment, the system's controls and validations ensure all elements, including taxes, National Insurance, statutory payments, and National Minimum Wage, are calculated correctly. The system provides warnings for any inconsistencies and won't allow incorrect inputs, which is highly beneficial from an audit and control perspective."*

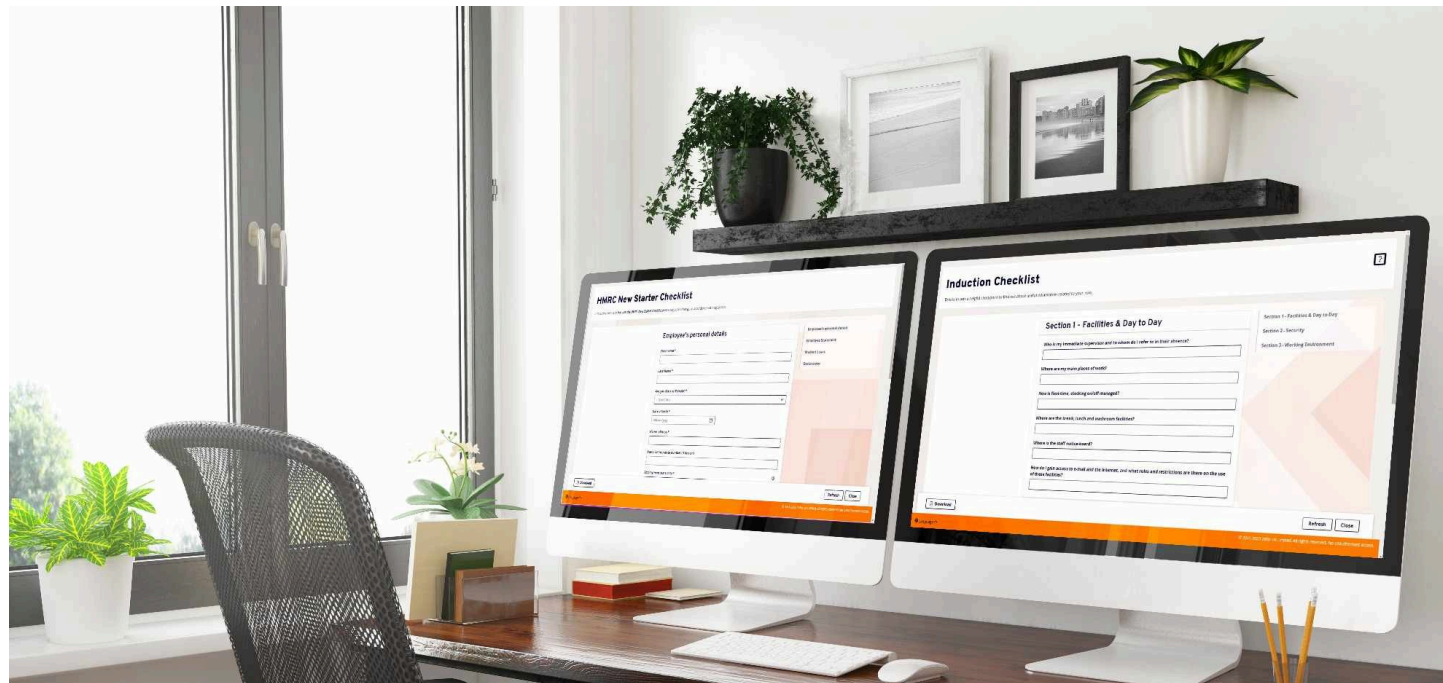
- Alison Giddins, Payroll Manager, Willmott Dixon

ResourceLink has recently added automatic tax rate adjustments during the annual upgrade. And whenever there's a legislative change, Willmott Dixon receives updates outlining these changes.

**66** *We simply have to verify the rates, saving us significant time and effort. Transitioning to a new tax year is now quicker and we are performing more checks rather than updating tables. Which is a considerable improvement for payroll operations."*

- Alison Giddins, Payroll Manager, Willmott Dixon

A recent request to update the system to accommodate a new a paternity policy, in a short period of time, was successfully implemented as there is flexibility for complex rules to be applied.



HR is also more agile, and Jasmine has complete confidence in the system, especially that it is date driven. This means that if HR learns about an employee leaving or joining the company in advance, they can input the information into the system immediately, without having to wait for a specific time of the month. This can be updated or changed if circumstances change, providing flexibility and efficiency in managing employee information.

The newfound efficiency means that the payroll team is now able to focus on value-added tasks and tackling more complex challenges.

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*One of the great things is that individuals have access to their holiday entitlement. We know that it's accurate. We know that it's being recorded. People are being paid accurately."*

- Jasmine Jones, People Systems Manager, Wilmott Dixon



# Keep payroll processes running smoothly with Zellis System Health Check.

Reduced stress, better accuracy, and a more efficient and effective payroll system.



In the future, Willmott Dixon intends to significantly enhance the use of Zellis solutions, including exploring integrating APIs and webhooks to improve system communication and reduce manual input, to minimise potential human errors and further eliminate redundant tasks.

Overall, the system health check and the subsequent implementations have resulted in a more efficient payroll process, reducing the time taken to complete tasks and improving the productivity of the payroll team at Willmott Dixon.

The implementation of Zellis solutions at Willmott Dixon has transformed their payroll operations, making them more efficient, accurate, and much less stressful for the payroll team.



Thank you for reading our case study

# Wilmott Dixon

Adopting the right technology and having regular **system health checks** can make for a better payroll and HR experience. If you're interested in exploring how Zellis solutions can benefit your organisation, do **reach out** for a consultation.

