

# Case Study

## esure

Reducing payroll reconciliation time by 50% while improving visibility of processes.



# Payroll transformation through digitisation and delegation.

UK-based insurance company esure embarked on a digital transformation project with Zellis Managed Services, increasing control and giving them a clearer view of payroll processes, all while reducing their headcount.



esure is a UK-based insurance company with locations in Manchester, Glasgow, and Reigate. The company offers various insurance products, including car and home insurance. Having been acquired by Bain Capital in 2018, esure have been undergoing significant digital transformation to improve efficiency and customer experience both behind the scenes and in front of customers. In this case study, we talk to **Tracey Binnie, People Services Manager at esure** about how [Zellis Managed Services](#) has helped free up resources and provided a unified system for better efficiency and communication across the HR and payroll process.

With the assistance of Zellis Managed Services, esure has transformed their entire HR system by digitising multiple processes and delegating the responsibility of payroll to payroll experts. As a result, esure has been able to eliminate many 'paper-driven'

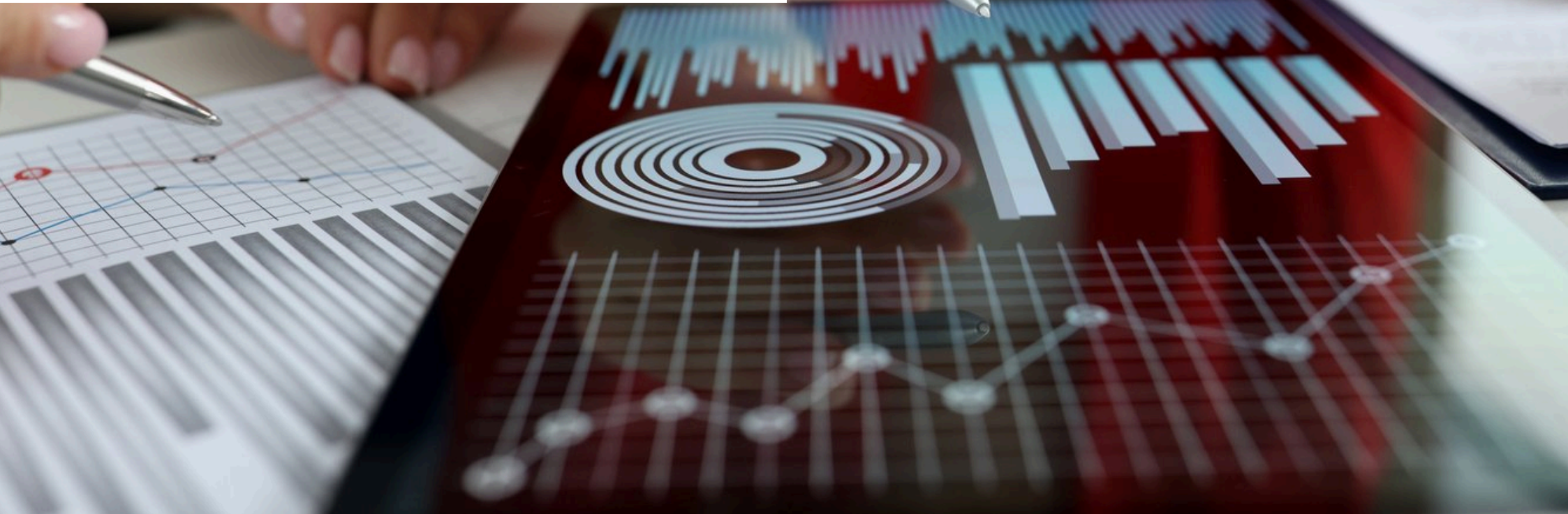


esure's previous back-end system was rudimentary with limited features, and there was no front-end system for employees. This resulted in time-consuming email and paper communications, lack of data access for employees and managers, and no central data overview. esure needed a solution that would improve data management, increase accuracy, and provide a streamlined payroll process.

Zellis Managed Services provides a comprehensive solution that includes ResourceLink for HR backend access and [MyView](#) for front-end user interactions. This solution has significantly increased esure's control and visibility of their HR and payroll data.

# Swapping the paper trail for digital data means easier tracking and reporting.

Zellis solutions work together to create a payroll and HR environment that suits both managers and employees.

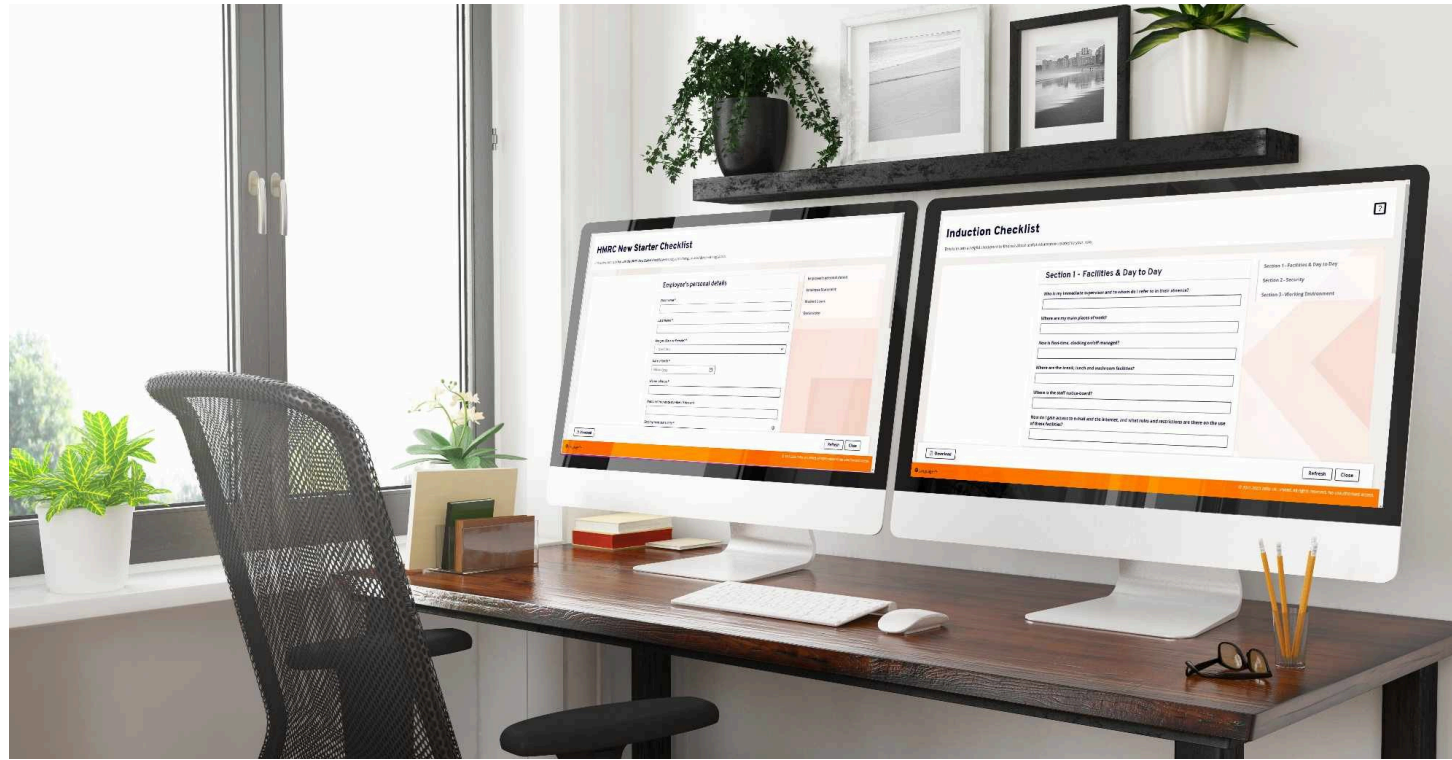


## ResourceLink combines the ultimate convenience for managers

---

Tracey explained that having access to ResourceLink means that payroll changes are now straightforward and efficient.

Access to the RSS reporting services suite within ResourceLink also enables users to join tables and domains to generate custom reports. Additionally, they have access to a starter pack that contains a comprehensive suite of pre-existing reports.



66

Promotions or any salary changes previously involved a tedious paper trail. But managers can now fill out a dedicated MyForm which is processed by the HR team in ResourceLink. ResourceLink even allows for the upload of items that don't go through the system, such as P45s and court orders received via mail.”

- Tracey Binnie, People Services Manager, esure

## Keeping employees in the loop with MyView.

---

esure employees now have the power to access their personal details, payslips, see and book holiday allowance, as well directly enter and see their approved overtime with the MyView app. The use of individual biometrics for identity verification eliminates the need for frequent password resets which would otherwise be time-consuming for Tracey and her team.

The app also allows managers to approve holiday requests even when they're out of the office. It's a major upgrade from the old system where payslips were sent to home addresses and overtime and holidays were managed on Excel spreadsheets.

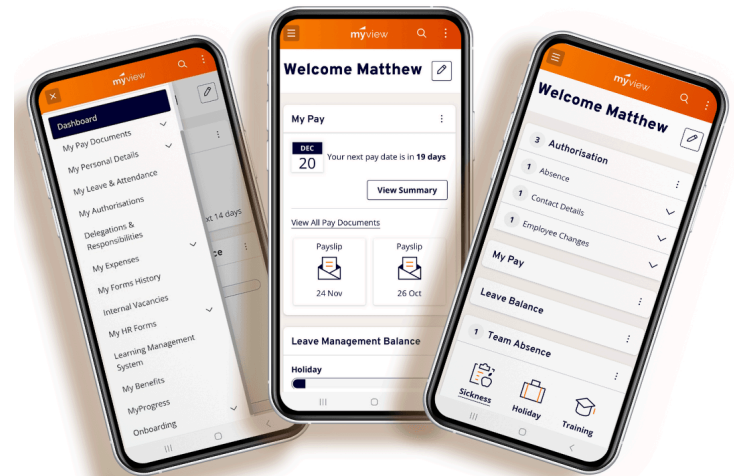
The introduction of MyView has also given line managers access to a wide range of widgets which allow them to view reports and manage their team's absences, a task that previously required assistance from the HR department.

ResourceLink and the Zellis apps gives esure payroll and HR team and employees a user friendly and efficient way to manage payroll and HR, eliminating the risk of paperwork getting lost in transit and providing much needed access to critical data.

66

*Once that piece of paper left your desk, you would just hope that it would get to HR at some point. But the forms are now in the system, so you can see it, see whether it's been approved and who needs to approve it next. So they've got so much more control and it's been a game changer, actually."*

- Tracey Binnie, People Services Manager, esure



## Managed Services payroll provides peace of mind for your payroll team.

---

While esure have complete access to ResourceLink to keep on top of the HR side of things, the Zellis Managed Service team ensures that everything is processed correctly in the monthly payroll. If there are any changes, esure input them into ResourceLink, and can then observe the team processing those changes as well as monitor payroll processing in real time.

The Managed Service team also helps esure through the numerous audits required throughout the year for the FCA and takes care of year-end procedures with HMRC.

66

*We know that they're doing the year end things that they need to do with HMRC. That's definitely peace of mind handing it over to experts and knowing that we can always speak to them if we've got queries."*

- Tracey Binnie, People Services Manager, esure

esure have significantly reduced the time they spend on reconciliations, which used to take two full days and involve the entire team of six people. Now, with only three people on the team, it takes them less than a day.

And while those who like to feel in control might anticipate that a move to Managed Services would be unsettling, Tracey points out that it has actually resulted in enhanced oversight for esure.

66

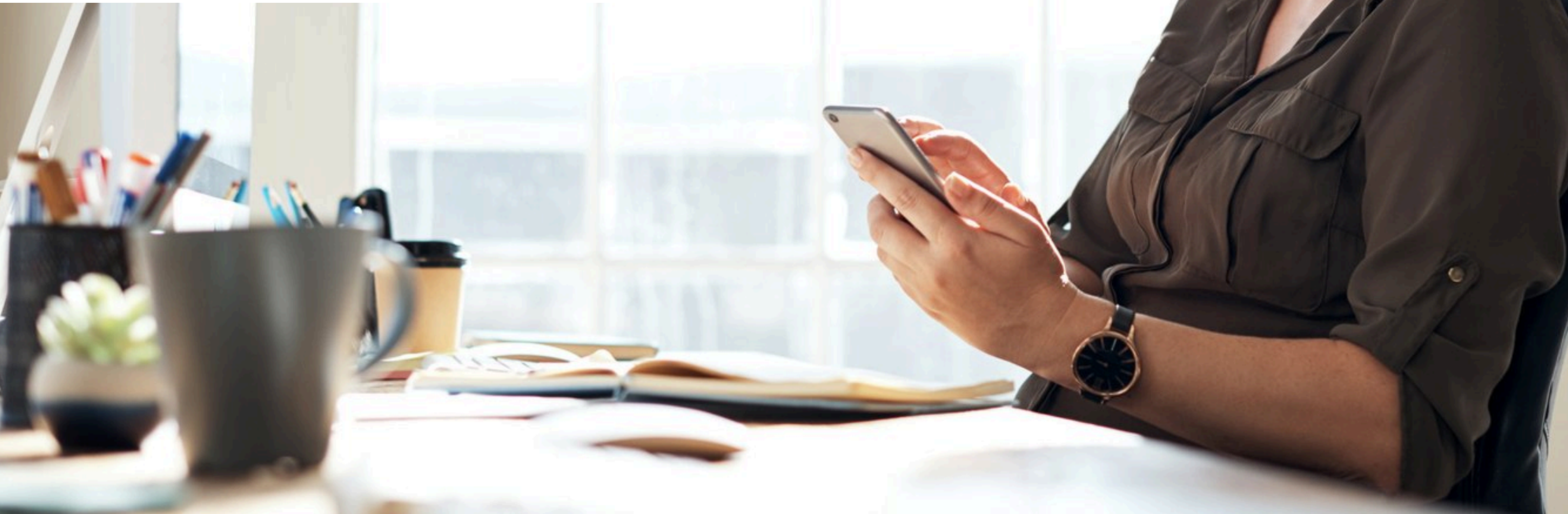
*Rather than a loss of control, we've got so much more visibility of what's going on with payroll processing."*

- Tracey Binnie, People Services Manager, esure



# Improved employee communication thanks to the expert support of Managed Services.

Zellis solutions deliver creative and useful ways of staying in touch with employees, while keeping you in complete control.



esure recently launched the 'Pennies from Heaven' initiative which allows colleagues to sign up to donate the pennies from their pay each month to a charity. The company has chosen to work with Shelter, a charity that provides help to people struggling with bad housing or homelessness.

The Managed Services team has put a message on payslips to promote the initiative and inform employees on how to sign up and contribute their pennies from their pay to Shelter. This system can also be used to address common FAQs and inform employees about other changes, such as the alteration of NI rates, massively reducing the volume of queries that the payroll team has to deal with.

pennies  
from  
heaven



Tracey also strongly appreciates the effective communication provided by Zellis and the Managed Service team during implementation and beyond, in particular a dedicated Customer Success Manager who understands the cross-section between Zellis and esure like no one else.

66

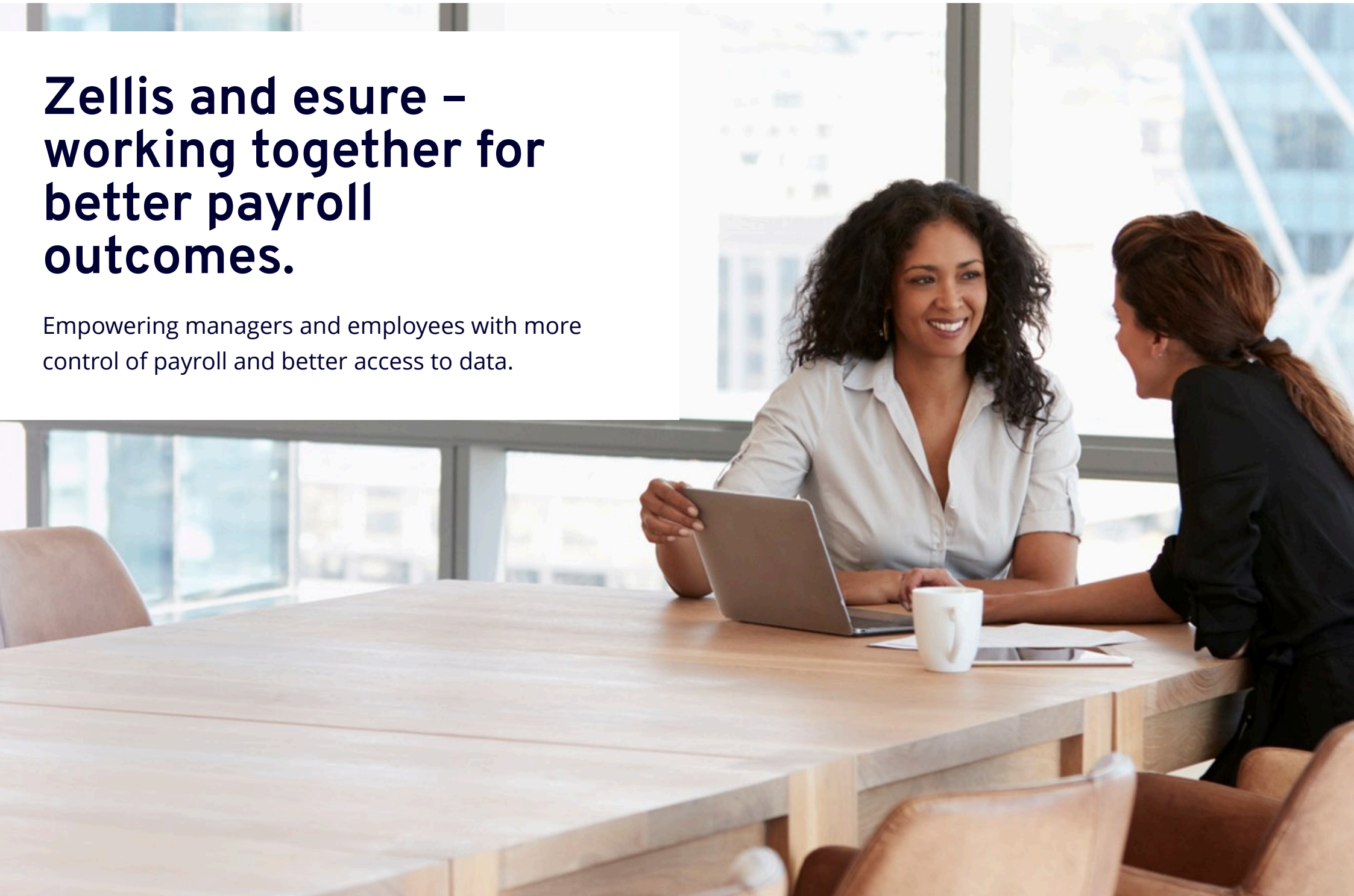
*Having someone who knows the system as well as our services and policies inside out is invaluable. They know exactly how your payroll should work and that is really comforting."*

- Tracey Binnie, People Services Manager, esure

There are also weekly meetings with Zellis customer success managers, as well as monthly service review meetings, quarterly business reviews and a high-level annual catch-up. esure also benefits from access to the ServiceNow ticketing system, providing a straightforward way to track and resolve any issues.

# Zellis and esure – working together for better payroll outcomes.

Empowering managers and employees with more control of payroll and better access to data.



The esure team continues to work with Zellis to refine and improve their HR and payroll processes. Tracey and her team are constantly seeking feedback from users to ensure the system meets their needs and are exploring new ways to leverage technology to enhance their operations.

As the team at esure become more familiar with the system, they are introducing additional ResourceLink modules that are available as part of their package. They have also recently started exploring the Power BI dashboard which has been shared with their HR Business Partners. Power BI dashboards mean they can now view overall data and drill down to specific details, giving group executives a better understanding of what is happening across the organisation.

Zellis Managed Services has enabled esure to avoid the need for a separate in-house payroll team, while enjoying the expertise and flexibility offered by Zellis. This partnership will allow esure to easily adapt to their needs as they scale and grow.

Thank you for reading our case study

# esure

The esure experience with Zellis Managed Services shows outsourcing your payroll to specialists is an immensely valuable move.

Considering making the switch to Managed Payroll?  
**Get in touch** to discuss how Zellis can improve your payroll provision to benefit your managers and employees.

