

Case Study

Exertis

Zellis supports Exertis with
streamlined payroll management.

exertis

A leading technology brand requires leading payroll software.

Exertis is one of the UK and Ireland's largest technology and specialist service providers. Partnering with more than 700 global tech brands and over 13,000 retailers, Exertis is a worldwide brand with complex payroll needs.



Exertis, a leading technology distribution company with multiple locations in the UK and worldwide, have been working with Zellis since 2016, continually streamlining their payroll operations and ensuring accuracy in a dynamic regulatory environment.

We sat down with Emily Reneau and Megan Fenn, Payroll Officers at Exertis, to discuss the impact of Zellis systems on Exertis' payroll management, improving efficiency, accuracy, and peace of mind.

Working with Zellis systems since 2016, Exertis are currently using the Payroll Edition of HCM Cloud, and regularly interact with payroll support for guidance. While their HR processes are maintained by a separate system, the payroll team at Exertis have used Zellis systems to help them grow a reputation for speed and accuracy.



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I think of the payroll system as sort of a base layer or foundation, it holds standard information like salaries and car allowances. We then build on this information month to month, adding in new starters, leavers, salary, bank, or address changes."

- Megan Fenn, Payroll Officer, Exertis

With an external HR system, absence data, along with holiday pay, overtime, and other temporary pay elements must be inputted manually, the Zellis system then accurately calculates pension contributions, which can be transferred to Exertis' pension provider.

Zellis also enables Megan and Emily to easily download tax codes from HMRC, which has been challenging in the past, as well as automate legislative updates, ensuring compliance with changes such as the recent National Insurance (NI) updates. This automation saves a lot of time and provides peace of mind.

Emily and Megan have worked many manual checks into their processes to ensure accuracy. With a manual HR system and different users inputting data, there is some scope for human error.

Exertis uploads their payslips in advance, allowing employees to

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HCM Cloud is brilliant at flagging potential issues so we can make fast corrections. And we'll do extra checks on its calculations, just to make sure that it is doing what it needs to do, and it's always right,"

- Emily Reneau, Payroll Officer, Exertis



review them and report any discrepancies during a 24-hour amendment period before submitting payments and seamlessly completing FPS and EPS filings to HMRC. Then the process can begin again for the following month.

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This is why the year goes by in the blink of an eye when you're working in payroll, because you're working towards month's end all the time, then once that one is over, you're onto the next one. It goes fast."

- Emily Reneau, Payroll Officer, Exertis

Simple, fast and accurate payroll management.

Zellis' award winning software is designed with the user in mind.



Both Megan and Emily pointed out how easy the Zellis system is to work with. "I've worked on other payroll systems in the past, but the difference with Zellis is that it's so easy. When I started on the system, I was working on it on my own within maybe six weeks," said Emily.

Megan, who has overseen 57 payrolls with Exertis UK, and many more for Ireland, mentioned that the system is reliable and fast.

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The payroll team has a reputation for getting things right, and that's testament to the system's capability and the work we put into building, testing and maintaining system health."

- Megan Fenn, Payroll Officer, Exertis

Zellis is committed to automating as many processes as possible and as a long-standing customer, the team at Exertis experience how the developing system improves their day-to-day work.



New technology for a tech-forward company.

Exertis recently implemented the [MyView app](#) which has proven to be a real hit with their teams, with around 600 colleagues accessing MyView via mobile devices each month.

The app has also provided significant time saving for the payroll team, who previously had to deal with an influx of password reset requests every month at the time of payslip review. The phone app can be logged in using the device's inbuilt biometrics, removing the reliance on a separate password.

There is also an FAQ section which saves the team from having to answer the same questions repeatedly over email. Data from the app shows that 913 questions were

visited in MyPayPro last month, equating to a potential 45 plus hours saved in responses that would have to be sent out manually.

The new system has garnered positive feedback from senior leadership and encouraging comments amongst colleagues.

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The app was especially important for us because many of our workforce don't have desktops or laptops, so now they have easy access to check their payslips on their mobile phone and can raise any issues during our amendment period. It was a real success for us to make sure that those people felt included."

- Emily Reneau, Payroll Officer, Exertis





Optimising your payroll system to suit you.

Support and guidance from payroll experts for fast implementation and streamlined operations.

Having set aside dedicated time to focus on it, the implementation of [HCM Cloud](#) was straightforward and finalised well within Exertis target time frame. "We wanted to make sure that we delivered on time, so that we could uphold our good reputation but also improve our provision across the business."

Fast and easy implementation is also a key feature of the move to Power BI, which is currently in progress.



Ongoing improvements

Exertis are currently using the reporting services which provide detailed reports in terms of payroll but are in the process of implementing Power BI. This will provide more robust and dynamic reporting capabilities, especially for reports that are generated for board level. Prebuilt reports can be generated instantly but can also be modified to focus on the most relevant data or designed from scratch.

“Once it’s up and running it’ll make our reporting much more automated and save us so much time. For things like gender pay gap reporting, which I’ve just had to complete, I can’t wait to be able to do that with Power BI next year, it will make it so much easier,” Emily said.

Zellis Customer Success Manager helps to ensure that the team at Exertis use the system to its full potential with monthly meetings and quarterly reviews.

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Steph sends us webinars she thinks we need to know about, and has been so helpful with the HCM implementation, providing support and encouragement throughout the process. She really understands our company, and what we use the system for and connects that with what system capabilities will be most valuable to us.”

- Megan Fenn, Payroll Officer, Exertis

With an error rate of below 0.05% (mostly caused by incorrect manual inputting of data), which is reported at board level, Zellis system has been able to help the Payroll Team grow an exceptional reputation for accuracy and speed.



A photograph of two men in business attire. The man on the left is wearing a blue blazer and a white shirt, looking down at a tablet held by the man on the right. The man on the right is wearing a light blue shirt and a dark tie, also looking at the tablet. They are in a modern office setting with large windows in the background.

Payroll solutions for the future of your company.

A payroll system that grows with you.

Going forward, Exertis will be carrying out the [Zellis Health Check](#) to identify areas of improvement.

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The system is so extensive that we know that there is more that we could be doing to make it work for us."

- Emily Reneau, Payroll Officer, Exertis

Like all payroll teams, Emily and Megan are always looking for ways to make processing easier and more streamlined and will continue to expand the way they use Zellis systems as more features are added.

Zellis looks forward to continuing to grow our provision to Exertis and other payroll teams through our award-winning payroll and HR solutions.



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Zellis are very forward thinking about how it can be improved and where to go next with it. They don't just sit on their laurels thinking everyone's happy with what we've got so there's nothing to be done. They are always looking for the next thing that can be introduced to improve what they provide."

- Emily Reneau, Payroll Officer, Exertis

Thank you for reading our case study

Exertis

Find out more about the products mentioned in this case study:

HCM Cloud
MyView app
Zellis Health Check

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