

Zellis Payroll Assistance Services



SPECIALIST PAYROLL SUPPORT, EXACTLY WHEN AND WHERE YOU NEED IT



zellis.com

UNLIMIT
WHAT'S
NEXT 



Payroll teams are under more pressure than ever. Peaks, projects, onboarding, parallel runs and ongoing disruption all stack up at the same time, often alongside reconciliation demands and ongoing resource gaps. It's complex, high-stakes work where even small errors can have a big impact, and there's very little room for things to go wrong.

Zellis Payroll Assistance Services (PAS) wraps four specialist services around your in-house team, giving you flexible expert support and continuity cover whenever you need it. Use one service or combine them all, we flex to fit what your team actually needs.

CONTENTS

Our specialist services	04
Payroll Continuity	06
Pay Assist	08
Payroll Project Support	10
PAYE Reconciliation Service	14
The next step	18

FOUR SPECIALIST SERVICES. ONE TRUSTED PARTNER.

01

PAYROLL CONTINUITY

Your specialist “insurance policy” for payroll, keeping people paid on time, even when the unexpected happens.

02

PAY ASSIST

Flexible, expert payroll capacity on demand, for BAU, peak periods, resourcing gaps and any other unexpected pressures.

03

PAYROLL PROJECT SUPPORT

Hands-on payroll expertise during onboarding, go-live and major change, keeping BAU running while your team transforms.

04

PAYE RECONCILIATION SERVICE

Period-by-period reconciliation that brings structure, assurance and visibility to every pay cycle.



Our PAS specialist was available for support, guidance and had a wealth of knowledge and experience to share. Her support enabled us to complete the year end and payroll queries in the absence of our Payroll Manager.

Jennifer Doughty

Exchequer Manager, Resources and Transformation,
South Derbyshire District Council



WHY PAS?

- Specialist payroll expertise, not a generic business continuity or resourcing service.
- Experts in payroll and the Zellis platform, our specialists can step in and start supporting from day one, with no learning curve to slow you down.
- Flexible by design, scale up at peaks, scale down between them.
- UK and Ireland coverage, across SaaS and Managed Services customers.
- Predictable, transparent commercials, no hidden costs.

Service 01

PAYROLL CONTINUITY

Payroll continuity you can rely on when the unexpected happens.

When disruption strikes — cyber-attack, IT failure, site loss, or staff shortage — payroll continuity is critical. Payroll Continuity is your specialist “insurance policy” for payroll, making sure employees are paid on time even if your team is unable to submit payroll.

WHAT PAYROLL CONTINUITY DELIVERS:

COMPREHENSIVE PAYROLL CONTINUITY FOR REAL INCIDENTS

- Covers cyber-attack, IT failure, site loss, major staff shortage and more.
- Proven readiness through an annual readiness test.
- Clear activation rules so key stakeholders know exactly when and how support starts.

EXPLICIT PAY-FILE COVERAGE (BACS, SEPA)

- Enables pay continuity across UK and Ireland.
- Specialist Zellis payment operators ready to submit your pay file when your team can't.

RAPID RESPONSE AND MOBILISATION

- Fast, expert-led action when incidents occur.
- Removes ambiguity, Zellis teams know exactly what to do in a crisis.

IS PAYROLL CONTINUITY THE RIGHT FIT?

Choose Payroll Continuity if you want:

- Confidence in pay continuity during disruption.
- Reduced operational, financial and reputational risk.
- Specialist support for payroll, not just a generic business continuity plan.
- Documented, tested plans and clear activation steps.

Talk to Zellis about how Payroll Continuity can safeguard your payroll operations, no matter what happens.



Service 02

PAY ASSIST

Payroll expertise, exactly when you need it.

High-pressure periods, capacity gaps or sudden changes can stretch your payroll team. Pay Assist gives you flexible, expert payroll capacity, on demand, so you can maintain accuracy, timelines and compliance — no matter what.

WHAT PAY ASSIST DELIVERS

ON-DEMAND PAYROLL EXPERTISE FOR BAU AND PEAKS

- Rapid access to specialists for BAU, audits, transitions and busy periods.
- Flexible, scalable support, no ambiguity, no hidden costs.

PROTECTS BAU PAYROLL DURING CHANGE

- Keeps payroll running smoothly while your team focuses on projects or other priorities.
- An extension to your team, same system, same expertise, no warm-up required.

AUDIT-READY PROCESSES AND COMPLIANCE

- Standardised reconciliation, evidence and controls for compliance.
- Fair-usage model gives predictable, transparent access to payroll support.

REDUCES RISK AND BACKLOG

- Supports capacity gaps, transitions and BAU with confidence.
- Improves control and assurance through consistent, expert-led processes.

IS PAY ASSIST THE RIGHT FIT?

Choose Pay Assist if you want:

- Flexible payroll capacity for BAU, peaks and transitions.
- Reduced operational risk and backlog.
- Audit-ready support and compliant.
- Predictable, transparent access to payroll expertise.

Talk to Zellis about how Pay Assist can give you the flexibility and expertise to keep payroll running, exactly when you need it.



Service 03

PAYROLL PROJECT SUPPORT

Specialist payroll support for onboarding, go-live and major change.

Major projects, system implementations and SaaS enablement can stretch your payroll resources. Payroll Project Support provides expert, flexible support that keeps BAU payroll running smoothly while your team focuses on transformation and gives them hands-on guidance to build the confidence they need to go live and stay live.

WHAT PAYROLL PROJECT SUPPORT DELIVERS

BAU PAYROLL COVER DURING CHANGE

- Keeps BAU payroll running while your team manages implementation, migration or onboarding.
- Removes the trade-off between “run the payroll” and “support the project”.

HANDS-ON PROCESSING GUIDANCE DURING ONBOARDING AND GO-LIVE

- Side-by-side expert support so your payroll team builds confidence on the new system.
- Makes sure the team is go-live ready, not just technically trained.

RECONCILIATION AND TROUBLESHOOTING DURING PARALLEL RUNS

- Expert eyes on parallel run outputs to spot, explain and resolve variances quickly.
- Faster issue resolution means cleaner sign-off and a more predictable go-live.



ADDITIONAL EXPERT PAYROLL RESOURCE ON A SHORT-TERM BASIS

- Specialist capacity exactly when customers need it most, during onboarding and through tight project timelines.
- Particularly valuable where in-house resource is limited or timelines are aggressive.

DOCUMENTATION GUIDANCE

- Practical support to build the process documentation, controls and runbooks the new operation needs.
- Audit-ready evidence and a clean handover from project into BAU.

POST GO-LIVE SUPPORT

- Continued BAU cover after go-live to keep payroll stable through the first critical cycles.
- A smooth bridge from project mode back to steady-state, with help on hand if issues emerge.

IS PAYROLL PROJECT SUPPORT THE RIGHT FIT?

Choose Payroll Project Support if you want:

- Payroll continuity during system implementations, enablement or major projects.
- Reduced operational, financial and reputational risk.
- Specialist support for payroll, not just a generic Business Continuity Plan.
- Documented, tested plans and clear activation steps.

Speak to Zellis about Payroll Project Support and see how you can maintain payroll continuity through every change.



We have had a lot of changes in April's payroll. We knew that if we ask the PAS Team for support they will work their magic. They are always positive, with 'can do' attitude. Very easy to communicate and they always share some tips with us, to make work more enjoyable.

Magda Rzewodzka

Payroll & Benefits Manager,

National Physical Laboratory (NPL Management Ltd)



Service 04

PAYE RECONCILIATION SERVICE

Stronger control. Clearer visibility. Fewer surprises.

PAYE reconciliation is essential, but easy to overlook and discrepancies that aren't resolved promptly can cause real complications later. With multiple pay frequencies, PAYE references and evolving tax requirements, small issues can stay hidden until year-end, leading to avoidable financial exposure, extra workload and operational noise.

Our PAYE Reconciliation Service brings structure, assurance and visibility to every pay cycle.

WHAT THE SERVICE DOES

We provide a full, period-by-period reconciliation of your PAYE position, comparing payroll results to statutory submissions and tax authority records.

YOU RECEIVE:

- Clear identification of discrepancies.
- Root-cause analysis.
- Recommended corrective actions.
- Standardised, evidence-ready variance reports.
- Complete visibility of PAYE liabilities.

This removes manual effort and significantly reduces compliance risk.

WHO IT'S FOR

Choose PAYE Reconciliation if you want:

SaaS customers

Add this bolt-on service for end-to-end PAYE reconciliation, giving clear period-by-period visibility, early issue detection and stronger alignment between payroll results and statutory submissions.

Managed service customers

An optional add-on that extends the core service with full payroll-to-statutory alignment each period, providing added assurance, clearer visibility and expert support throughout the reconciliation process.



THE BENEFITS

- Confidence that your PAYE position is correct every period.
- Reduced payroll and compliance risk.
- Fewer year-end surprises.
- Strong audit readiness.
- Lift in operational capacity.
- Repeatable, consistent results across all frequencies and PAYE references.

OPTIONAL ADD-ON: AUDIT PREPARATION SUPPORT

Access to a payroll specialist to help you prepare for audits, a natural extension of the PAYE Reconciliation Service. It gives you reduced compliance risk, fewer year-end surprises, stronger audit readiness and a lift in operational capacity exactly when you need it.

THE BENEFITS

- Expert-led reconciliation across every pay period.
- Standardised, evidence-based outputs.
- Works across UK and Ireland.
- Designed to reduce operational noise and strengthen financial assurance.

Contact Zellis to explore suitability, pricing, or to schedule onboarding.



WHAT'S NEXT?

To see how Zellis Payroll Assistance Services will benefit for your organisation, request a demo or speak to our team. We'll show you how the four specialist services, Payroll Continuity, Pay Assist, Payroll Project Support and PAYE Reconciliation, can reduce risk, build capacity and keep payroll running smoothly, whatever the pressure.

Book a demo today and see how Zellis Payroll Assistance Services will reduce risk, save time, add value and improve confidence.

For further information
please visit **zellis.com**