

Zellis Retail



# REDESIGNING HOW RETAIL WORK GETS DONE WITH ZELLIS



[zellis.com](https://zellis.com)

UNLIMIT  
WHAT'S  
NEXT 



Helping retailers staff every store effectively, deliver consistently strong customer experiences, protect margins and retain the colleagues who keep retail moving.

**Unlimit what's next for people and performance.**

# CONTENTS

|                                                    |           |
|----------------------------------------------------|-----------|
| <b>The retail people challenge</b>                 | <b>04</b> |
| <b>Introducing ZellisONE for retail</b>            | <b>06</b> |
| <b>What teams gain, shift after shift</b>          | <b>08</b> |
| <b>Designed for the way retail really operates</b> | <b>11</b> |
| <b>Real stories, real results</b>                  | <b>12</b> |
| <b>Services that empower frontline agility</b>     | <b>14</b> |
| <b>The Zellis difference</b>                       | <b>16</b> |
| <b>Take the next step</b>                          | <b>18</b> |

# THE RETAIL PEOPLE CHALLENGE

Retailers are balancing everything from rising labour costs and tight margins to persistent labour shortages, high colleague turnover, seasonal recruitment and rapidly changing demand.

Store managers must ensure that the right people are available at the right time while also handling absence, arranging cover, supporting new starters and resolving pay queries.

Connected HR, Workforce Management and Pay processes give retailers a stronger way to respond to these pressures. Accurate demand forecasts support better staffing decisions, reliable workforce data improves pay confidence, and straightforward self-service gives colleagues greater clarity over their shifts, pay and personal information.

## EVERY SHIFT HAS A PEOPLE EQUATION: THE DAY-TO-DAY REALITY

Retail is one of the UK's largest employment sectors, accounting for around 10 percent of all UK jobs and employing approximately 2.8 million people. Small process gaps can quickly scale across busy store networks.

Leaders need to ensure that the right people are available at the right time, whether they are serving customers during a lunchtime rush, replenishing shelves after a major promotion, processing click-and-collect orders or keeping fitting rooms and tills running smoothly during peak trading periods.

Achieving this while controlling labour costs becomes especially important during seasonal peaks and periods of margin pressure.



## WHERE THE PRESSURE BUILDS

### DEMAND CHANGES QUICKLY AND FRONTLINE TEAMS FEEL IT FIRST

Promotions, seasonal peaks and local changes in footfall can reshape staffing requirements at short notice. Managers need to respond quickly so that tills remain covered, queues keep moving, deliveries are processed and stock reaches the shop floor when customers need it.

### FLEXIBLE WORKFORCE MODELS CREATE PAYROLL PRESSURE

Retail payroll must accurately account for variable hours, overtime, seasonal workers, shift premiums and colleagues moving between departments or locations. When workforce and payroll data are disconnected, even small errors can affect pay accuracy and quickly undermine employee trust.

### MANAGERS LOSE TIME TO AVOIDABLE QUERIES

Store managers are often balancing customer service, stock availability, merchandising standards and team coaching. When colleagues need answers about shifts, holiday balances or pay, valuable management time can be pulled away from the shop floor.

### FINANCIAL PRESSURE AFFECTS FRONTLINE PERFORMANCE

Zellis research shows that 92 percent of employees have experienced financial stress or worry in the past 12 months, while 89 percent say that stress has affected them at work. Providing clearer pay information and practical financial wellbeing support can form part of a stronger employee experience, helping retailers support engagement and retention in a sector where colleague turnover remains a persistent challenge.

## THE OPERATIONAL COST OF FRAGMENTATION

### MORE EMPLOYEE QUERIES AND CORRECTIVE ADMINISTRATION

When HR, WFM and Pay systems are disconnected, a shift change may not flow consistently into pay and people records. Colleagues can be left uncertain about their hours or pay, while store managers, HR and payroll teams spend time investigating queries and correcting information that should have updated automatically.

### MORE TIME SPENT BUILDING AND REPAIRING ROTAS

Without a clear view of expected demand, colleague availability and the skills required on each shift, building rotas becomes guesswork and further rescheduling becomes more likely.

If a colleague calls in sick before a Saturday trading peak, the manager may need to contact team members individually to find cover, update the schedule and maintain staffing across tills, fitting rooms and stock replenishment.

### PAYROLL ERRORS CAUSED BY DISCONNECTED UPDATES

Retail employers need to pay people correctly and on time, yet 63% of UK workers have received incorrect pay at least once. In a high-turnover environment, repeated pay problems can further weaken colleague trust and make it harder to deliver a consistent employee experience.

### A POORER EMPLOYEE EXPERIENCE AT THE MOMENT IT MATTERS MOST

For frontline teams, payday and rota visibility can either build confidence or create anxiety. Confusing payslips and uncertainty over hours quickly become part of the working experience.





# INTRODUCING ZELLISONE FOR RETAIL

One connected approach across HR, Workforce Management and Pay, designed to handle the realities of retail

With ZellisONE, retailers can manage the moments that shape the working day, from onboarding and scheduling through to pay, while giving leaders clearer visibility across stores and distribution sites.



## SEASONAL STAFFING WITHOUT THE SCRAMBLE

Retail needs staffing models that flex with demand, whether you are planning for promotions, peak trading, extended hours or new store openings.

Teams can forecast labour demand, build optimised rotas and adapt quickly when conditions change, keeping staffing aligned with trading demand while reducing last-minute rota changes, calls to find cover and manual schedule reworking.



## PAY ACCURACY, EVEN IN COMPLEX ENVIRONMENTS

Variable hours, overtime, bank holidays and multiple rate types all increase payroll complexity in retail.

Clearer data flows, stronger controls and automation reduce rework and support compliant, on-time pay, including the accurate treatment of seasonal contracts and fast-changing shift patterns.



## HR THAT SCALES WITH YOUR WORKFORCE

Seasonal recruitment, high-volume onboarding and distributed teams all create pressure on HR processes.

Streamlined onboarding, contracts and training across locations support consistency from day one while reducing the burden of manual administration for HR teams.



### CONNECTED WORKLIFE FOR EVERY COLLEAGUE

Colleagues and managers get mobile-friendly access to rotas, payslips and HR information, making it easier for store teams to find what they need while reducing routine queries and supporting more accurate people data across the organisation.



### FINANCIAL WELLBEING THAT HELPS STRENGTHEN RETENTION

Financial wellbeing can play an important part in the employee experience, particularly for retail colleagues managing variable hours and changing household costs.

Intelligent payslips, earned wage access and practical wellbeing tools give colleagues greater visibility and control, supporting financial confidence, engagement and a stronger approach to retention.

# WHAT TEAMS GAIN, SHIFT AFTER SHIFT

Across HR, payroll and store operations, teams can reduce avoidable administration, identify workforce issues earlier and give colleagues clearer access to the information they need. The result is greater confidence in staffing, pay and people decisions across every store and shift.



## FOR HR TEAMS

- Monitor turnover, absence and workforce trends across stores, helping HR teams identify where additional support or focused retention activity may be needed.
- Standardise seasonal hiring and onboarding across stores, helping every location deliver a consistent colleague experience.
- Reach dispersed store teams through communication channels that fit retail ways of working.

## FOR PAYROLL TEAMS

- Reduce rework by connecting rota and time data more cleanly into pay calculations.
- Strengthen governance where hourly pay and premium rates increase the scope for exceptions.
- Reduce the manual checks and repetitive corrections that can delay payroll processing and increase pressure around pay deadlines.

## FOR STORE MANAGERS

- Complete essential onboarding steps more easily, helping new starters become ready for work consistently across stores.
- Spend less time on rota changes and pay queries, and more time on customers, coaching and standards.
- Use scheduling tools that account for colleague availability, forecast demand, required skills and break compliance, giving managers greater confidence that every shift is staffed appropriately.
- Give teams more flexibility around shift swaps and time-off requests in ways that remain visible and governed

## FOR COLLEAGUES

- View rotas, payslips and key HR information through mobile-friendly tools that reduce uncertainty around each shift.
- Set availability, request or swap shifts and pick up suitable extra hours through straightforward self-service, giving colleagues greater control over how work fits around their lives.
- View earnings as they build during the pay period and access practical financial wellbeing support that is relevant to everyday retail work.

# BUILT FOR RETAIL COMPLEXITY AND COMPLIANCE



## DESIGNED FOR THE WAY RETAIL REALLY OPERATES

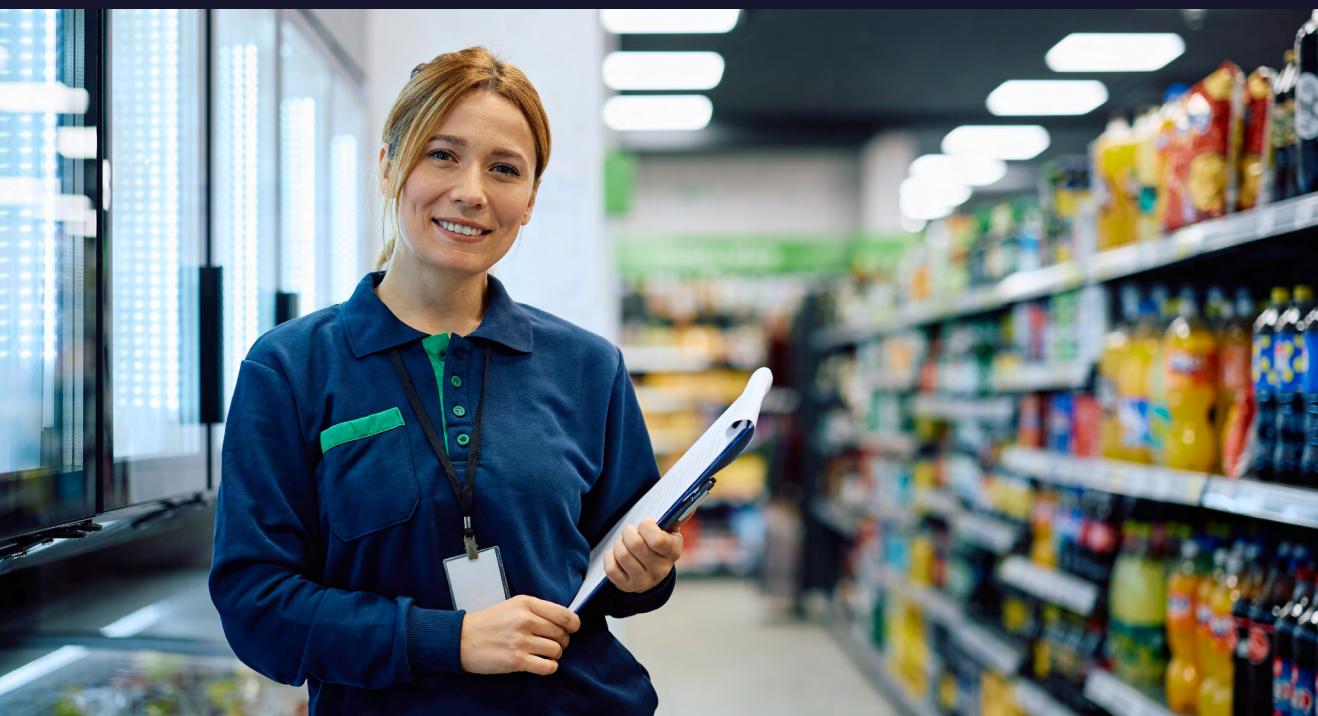
Large retail workforces span stores, fulfilment operations and support functions, with varied contracts, fluctuating demand and frequent seasonal hiring. By bringing HR, WFM and Pay closer together, retailers can apply consistent processes, improve visibility and respond confidently across every location.

---



## CONNECT YOUR RETAIL ECOSYSTEM

Built on an open API architecture, the platform connects people systems with the wider retail technology ecosystem, supporting more consistent data flows across people and operational processes.





### **ADAPT TO DEMAND WITH CONFIDENCE**

Retailers can forecast labour requirements, create schedules around expected demand and adjust shift patterns as trading conditions change. Streamlined onboarding workflows also help new and seasonal colleagues complete essential steps consistently, supporting faster workforce mobilisation ahead of peak periods and store openings.

---



### **CONNECT TIME DIRECTLY TO PAY**

Variable hours, overtime and multiple rates of pay create significant payroll complexity in retail. By connecting time, workforce and payroll data within the same system, ZellisONE reduces the risk that disconnected updates affect pay calculations, while stronger controls and automation help limit errors and rework.

---



### **BUILD TRUST THROUGH COMPLIANCE**

Retailers need to maintain standards across distributed operations while keeping pace with changing requirements. ZellisONE supports centralised records, standardised workflows and clear visibility of compliance data, helping managers and central teams work from a consistent view.

---



### **SCALE AT THE PACE OF YOUR BUSINESS**

Whether you are opening new stores, expanding distribution capability or preparing for peak trading, ZellisONE is designed to scale with your organisation, supporting complex retail environments without adding operational drag.

# DON'T JUST TAKE OUR WORD FOR IT



We automated the starter and leaver process for our store managers, making it a much more pleasant onboarding process for them and their team.



**Michelle Ackerman Wilkes**

HR Operations Systems Manager



As a forward-looking organisation, choosing Zellis as our HR transformation partner has been the best decision we could have made. We've transformed our payroll and HR processes using their best-in-class integrated payroll software, modular HR software, and self-service user interface. Our workplace has seen a huge difference in efficiency and ease of use.



**Sam Westwood**

Head of People



We needed a platform that supported scalability and provided the scheduling flexibility that is so crucial to our business. The automation of our manual processes will not only save us time but also increase operational efficiencies across the organisation.



**Nia Johnson**  
Human Resources Manager

# SERVICES THAT EMPOWER FRONTLINE AGILITY

Retail moves quickly, so implementation and ongoing support matter as much as platform capability. During peak trading, a slow rollout or payroll transition can be felt quickly in store performance and colleague experience.



## TECHNOLOGY IS POWERFUL, AND OUTCOMES DEPEND ON HOW IT IS DELIVERED

Zellis combines technology with specialist expertise, supporting retailers with delivery and managed services that reduce risk and keep critical people processes running smoothly.



## ADVISORY SERVICES

Access specialists with decades of experience, helping you prioritise the changes that will deliver value quickly.



## PROGRAMME IMPLEMENTATION SERVICES

Expect close collaboration and practical guidance, with delivery shaped around your operating model and business goals.



## MANAGED HR AND PAYROLL SERVICES

Hand over complexity to specialists who ensure accurate, compliant processing for large workforces, freeing your teams to focus on business performance and growth.



## FLEXIBLE EXPERT SUPPORT

Protect continuity through peak trading and major operational change with support that helps retailers stay resilient when it matters most.

# THE ZELLIS DIFFERENCE



## BUILT FOR THE REALITIES OF RETAIL WORKFORCES

Zellis is designed for organisations managing multi-site operations, fluctuating demand and variable hours. Retailers can strengthen each priority area in its own right, from scheduling to payroll, while bringing the right data closer together so decisions are clearer and faster across the estate



## TRUSTED AT SCALE

Through the wider Zellis Group, we pay or reward 1 in 7 working people in the UK and Ireland, giving organisations confidence that their people operations are backed by proven scale and deep expertise.



## PARTNERSHIP THAT KEEPS IMPROVING

Zellis combines platform capability with specialist support, helping retailers protect day-to-day operations while building longer-term resilience.



## A BETTER FIT FOR FRONTLINE RETAIL

Retailers need tools that support work as it happens in stores, with mobile-first access, clearer pay information and stronger scheduling decisions. Colleagues can access the information they need, managers gain greater control over day-to-day workforce decisions, and stores become more productive through better-aligned staffing and reduced administration.



## INSIGHT THAT SUPPORTS BETTER DECISIONS

From labour forecasting and labour-cost visibility to turnover, retention and absence trends, connected insight gives retail leaders a clearer view of workforce performance across locations. Earlier access to reliable information helps leaders make more confident staffing and people decisions when margins are tight.

# TAKE THE NEXT STEP

Bring greater clarity and confidence to retail operations with HR, Workforce Management and Pay that works at the pace of the shop floor.

**BOOK A DEMO**

UNLIMIT  
WHAT'S  
NEXT 

The logo graphic for "Unlimit What's Next" consists of a white triangle pointing to the right, with a stylized "X" or "Z" shape inside it.

For further information  
please visit **[zellis.com](https://zellis.com)**