

Zalaris Partner Solution: PeopleHub platform and mobile HR apps help modernize everyday HR Processes

Transforming human resources can be easy with a partner like Zalaris, who offers managed services for HR that lowers the cost of technology ownership and helps organizations manage their people expenses. Zalaris makes innovation happen with modern, mobile SAP-based solutions and Neptune Software.



Challenge

Human resources processes can be complex and are highly regulated. As a result, businesses are looking for ways to provide modern, cloud-based, and mobile self-service tools for employees while streamlining IT and managing costs.

Solution

A long-time leading managed services provider for human resources, Zalaris partnered with Neptune Software to enhance the user experience for its PeopleHub platform portal and mobile HR offerings.

Results

Today, Zalaris provides customers with simple processes that can be handled on the go, significantly improving the standard interfaces for various HR solutions.

Powered by Neptune DXP, enhancements and new apps can be added quickly and efficiently, empowering Zalaris to roll out updates that delight its customers and keep their human resource administration running smoothly.

Zalaris by the numbers

20+ years' experience delivering HR Solutions

Certified SAP Business Process Outsourcing partner

Neptune Resell Partner

2m employees consume their products and services monthly

Provides solutions and services to clients in over 100 countries



Challenge

Customers need help moving human resources to the cloud and managing costs.

As organizations increasingly move to the cloud, they also are looking for new ways to manage their human resources functions and want to lower their costs. They seek the best that technology innovation can bring to their business, while helping them to keep budgets in check.

For more than 20 years, Zalaris has delivered cost-effective and innovative payroll, HR and professional services to organizations worldwide. Headquartered in Norway, Zalaris has over 1000 employees in 16 countries, with local and multi-country delivery models that include software as a service (SaaS), integrated cloud and business process outsourcing (BPO).

The company's flagship offering, PeopleHub, delivers a complete, one-stop, global people platform that simplifies HR administration. The core HR solution holds all master data to support calculations of payroll, time and expense processing and talent management all in one place, unifying all employee data and easing HR.

"When it comes to human resources, a managed service option can be an effective approach for companies looking to save costs, integrate different HR technologies, and streamline their processes," says Alexander Milton, VP Solutions, at Zalaris. "Since we manage payroll and other human resource functions across many customers, we can achieve economies of scale that can help organizations lower the cost of tech ownership while controlling the cost of managing their human resources needs."

Often, organizations have been using older, on-premise SAP solutions and haven't had the benefit of ongoing improvements and updates to deliver the latest cloud-based innovations. "At the same time, legislative and compliance needs also continue to shift," says Stephen Burr, Director and VP of Professional Services at Zalaris. "We definitely saw this as COVID-19 necessitated local changes to comply with legislation around furloughs and as companies needed to rapidly adapt payroll and social insurance rules and processes to support their employees during the pandemic."

Alexander added, "Our PeopleHub platform enables customers to stay up to date and take advantage of the latest innovations while also connecting systems together, all working together in a cloud environment."

Providing the robust and modern human resource capabilities and ongoing enhancements that Zalaris is known for takes a strong focus on user experience combined with the ability to deliver updates quickly.

As the company grew, it needed a way to continue to deliver rich UX and mobile capabilities that users demanded at scale. An initial effort to provide mobile apps for its core SAP product using Fiori led the Zalaris team to realize that there were more capabilities and customization it wanted to be able to provide.

Solution

Building apps - and a rich user experience - is easy with Neptune Software as a partner

Zalaris identified that there was a demand for a solution that could plug the gap between what SAP delivered to what customers wanted to enable a fully digital process. The search for a solution that would help the company provide its customers with a great user experience and help set them apart from others led them to fellow Norwegian company, Neptune Software.

"We wanted to the ability to enhance PeopleHub with portal-specific and mobile apps that we could build how we wanted and add to it over time on our own," says Alexander. "Neptune DXP enables us to build these quickly and easily and use SAP and other backend systems seamlessly, all in one app."

With Neptune Software, Zalaris brings an easy-to-use interface to its SAP-based functionality for document management, as well as its travel and expense app, where employees can record receipts and categorize costs on the go. Recently, the company added the built-in ability to record a trip, integrated Google Maps via APIs to automatically calculate miles.



The PeopleHub portal is also built with responsive design for Apple and Android, with a variety of functions available via mobile, including the ability to view payslips, record time, and manage travel and expenses. The goal is to provide employees with simple tasks they can complete on the go.

Interactive dashboards help senior leaders review key areas of operations, including travel and expenses, payroll, absences, general time, and give them the ability to drill down by country, team, and a number of additional factors. A chatbot application (created on boost.ai) embedded within the portal powered by Neptune DXP also makes it easy for users to get questions answered quickly.

Results

From time and expenses to sustainability practices, Zalaris makes innovation happen

Customers throughout the world rely on the PeopleHub platform portal and its mobile capabilities. Global customers including industrial giant [Metsä](#), Europe's largest generator of renewable energy, [Statkraft](#), and Finland's largest airline, [Finnair](#), all count on Zalaris for modern, efficient, and effective human resource solutions.

As a managed service offering, PeopleHub platform includes releases with system upgrades, such as technical modifications and new features, that deliver a continual improvement experience for users. Partnering with Neptune Software has helped to make this possible.

"We can also bring in non-SAP technology and integrate with our SAP-based solutions," says Stephen. "That's the kind of flexibility that helps us deliver the capabilities our customers are asking for."

Currently Zalaris is working on apps that help organizations better understand and manage their carbon footprint usage and augment their sustainability strategies.

"We're aiming to help organizations better visualize their resource usage tied to employee travel arrangements, whether that's based on commute, email usage, travel expenses, and similar data, so they can calculate the carbon footprint of the average user across the organization," says Alexander. "Neptune Software supports our ability to provide a good user experience in our web portal and within mobile."

"This not only helps us distinguish our offerings in a highly competitive marketplace of SAP partners, but it also gives us the ability to develop additional user experiences that we know our customers crave," says Stephen. "We can easily build new apps to target specific customer needs, without waiting for that functionality to be delivered as part of SAP's products."

That's the kind of service that makes innovation happen and keeps Zalaris customers coming back for more.



About Zalaris

Zalaris is recognised by analysts as one of Europe's leading HR & payroll solutions and services providers having demonstrated excellence in the industry with exceptionally high client net promoter scores in over two decades of uninterrupted growth. Zalaris operates throughout Europe and the Asia Pacific, providing solutions and services to clients in over 100 countries worldwide whilst maintaining locally based support for clients with local requirements. Zalaris' two distinct lines of business are both 100% focused on HR & payroll technology and services; Professional Services and Managed Services.

Zalaris' is proud to include some of the world's leading organisations in its client portfolio across a wealth of industry verticals, who have come to rely on Zalaris for innovative HR & payroll technology, business processing, and consulting services. These include Nordea Bank, Danske Bank, DNB, Knight Frank, AkerBP, SAS, Ryanair, Finnair, Metsa, Siemens, Telefonica O2, Hitachi, Telenor, Total, KAEFER, Schlumberger, Hydro, CLAAS, Bitzer, Carlsberg, Compass Group, Circle K, Porsche Cars, Eurowings and Elkjøp.

About Neptune Software

Neptune Software is a rapid application development platform vendor with more than 660 enterprise customers and over 3.5 million licensed end users globally that empowers IT departments to deliver tangible business outcomes. Neptune Software offers with its Neptune DXP, a leading low-code, SAP-centric, enterprise app development platform to digitize and optimize business processes and user interfaces – at scale and with ease. Neptune DXP provides a fast and cost-effective way to industrialize the development of custom applications - saving companies time and money on development, integration, and operations.

