

The MHR logo consists of the letters 'MHR' in a white, bold, sans-serif font, centered within a solid red rectangular background.

Case study

Acorns Children's Hospice reduce admin through their HR and Payroll transformation project with MHR

“MHR’s strategic team has transformed our organisation’s current processes, giving us valuable administration time to focus more of our activities on helping the children and families we care for. We have been really impressed with the help and support from MHR and were surprised to learn how much more we could save by automating and updating our existing policies.”

Becky Mallon, Head of HR at Acorns Children's Hospice.



Acorns Children's Hospice implemented iTrent when they migrated from their legacy system approximately 10 years ago. Their processes and configuration had not been reviewed or updated since the original implementation, leaving Acorns with an inefficient system and at risk of losing out on potential savings.

In January 2018, MHR carried out a full investigation into the HR and Payroll processes at Acorns. The Strategic Services team made a proposal to harness best practise processes and maximise iTrent's full potential, to help the organisation realise its goals and free up more time for planning front line support.

Becky Mallon, Head of HR at Acorns Children's Hospice said: "We used strategic consultancy from MHR to review our payroll and find ways to make it work in a more streamlined and efficient way, removing the need for manual intervention from both our team at Acorns as well as the Managed Services team at MHR."

Identifying the problems

Acorns wanted to improve their business practises, moving away from transactional processes to become more strategic across the organisation. Creating a three year digitisation programme, MHR were a key support pillar in their plan.

Many tasks were completely manual with multiple spreadsheets and time was being lost on mundane administrative requirements, which needed to be streamlined and simplified. Plus, with the announcement of GDPR, Acorns needed to update several processes to remain compliant.

Acorns aimed to improve efficiencies by devolving tasks to managers via self-service and building overall people management capabilities and ownership. To achieve these goals, MHR planned to automate as many processes as possible, and suggested a number of user-friendly policies, guides and tools would be needed to support this.

One of the main issues for Acorns was that payroll administration was burdensome and time-consuming. Following a review from MHR's strategic team, they found plenty of opportunities to improve a variety of business requirements and make the most of iTrent's functionality. Costing was being applied incorrectly, which had to be changed manually each month. This was completely reworked and corrected, and since the changes there have been no reported issues.

Summary

Organisational objectives

- Streamline processes
- Reduce admin
- Ensure GDPR compliance
- More resource for core needs

Solution

- Full strategic review
- Prioritised list of recommended improvements
- Update iTrent processes to improve functionality

Results

- Automated systems to reduce manual activities
- GDPR compliant
- Future-proofed processes

Savings

- Significant reduction in errors
- Removal of over 13 different spreadsheet for data input into one direct process through iTrent

Transforming transactional processes to strategic success

Becky Mallon, Head of HR at Acorns Children's Hospice said: "Our consultant Sam was extremely knowledgeable and had loads of great suggestions for how we could improve our processes. We love working with her!

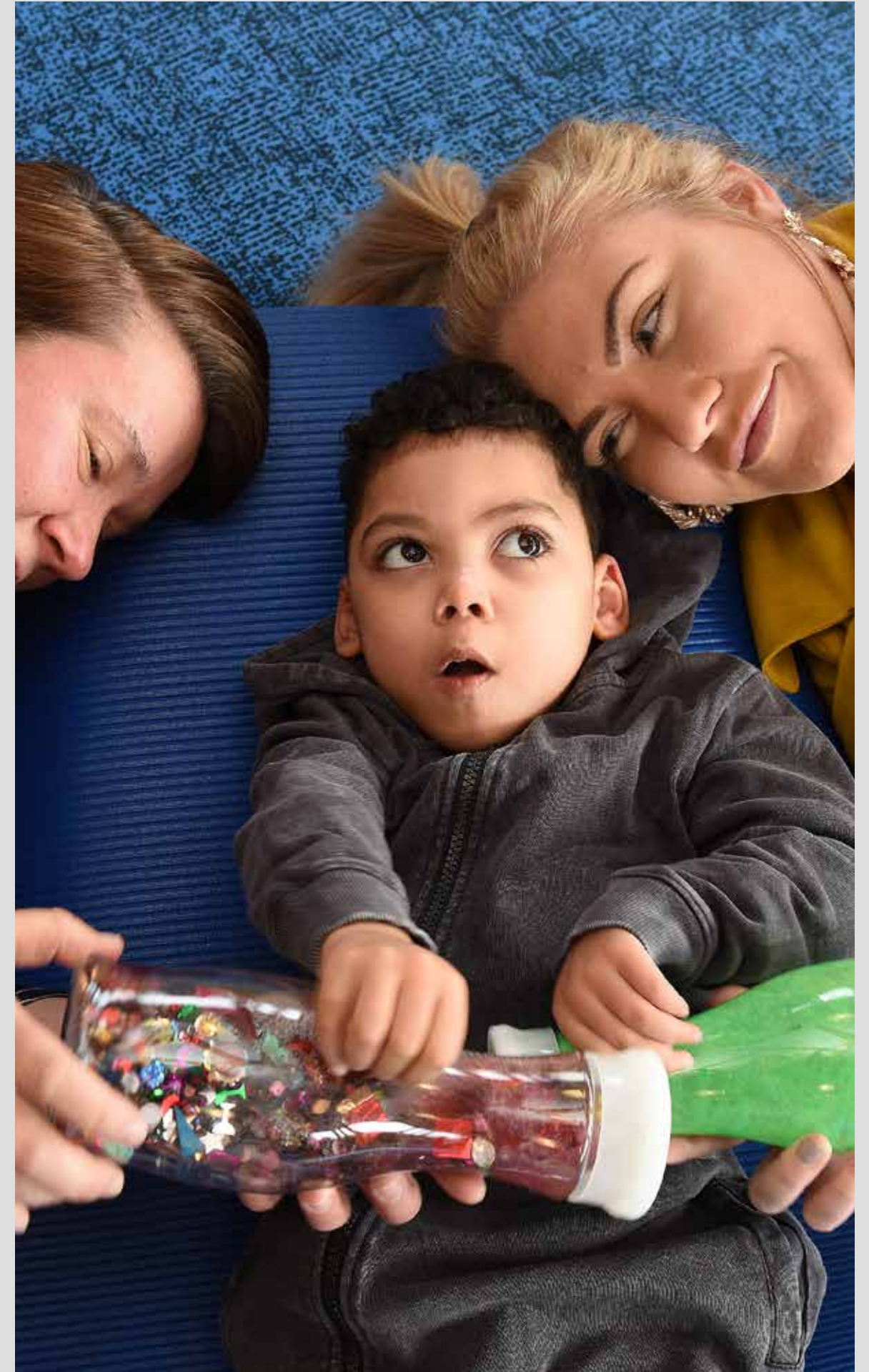
They were able to look at our processes and the way we had iTrent set up and make some really sound recommendations for improvement. We have now worked alongside the strategic consultancy team to rebuild our entire absence module so that it is all automated, and our need for manual intervention has reduced significantly. This is a massive time saver for our department and our processes are now sustainable.

We are looking forward to continuing to work with the strategic consultancy team at MHR on further recommendations that they have made which, when implemented, will improve our efficiency even further."

Following the review, Acorns accepted every recommendation from MHR's strategic team, who helped to create a list of priorities to start getting changes implemented. Absence was the first area to be updated, shortly followed by updates to Employee Self Service and Manager Self Service. Significant changes were made to time and attendance processes, taking away 13 different spreadsheets to input data directly into iTrent, reducing the admin required.

Steve Westcott, Head of Finance at Acorns Children's Hospice said: "I worked closely with Sam regarding the replacement of a manual timesheet process, who recommended the implementation of manager self-service timesheets. She built the end to end process and gave great tips on training for successful implementation across the business. We now have a modern business process with few if any recurring errors - a true and very successful transformation."

In September 2018, a new and improved pensions module went live following a full review from MHR's consultants who completely re-wrote their scheme to ensure information was being processed accurately. Pensions rules were automated where possible, removing the need for manual calculations.

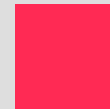


Future-proofing for time and cost savings

Acorns have managed to achieve significant improvements in efficiency in a short space of time. With limited resources, and no internal payroll team, MHR suggested all new processes were fully documented to help with the culture change. With the increase in automation and removal of manual workflows, this will ensure processes are future-proof and better able to grow with the organisation.

The hospice were able to see immediate benefits with real time cost savings in key departments. HR and Finance teams have been able to save valuable admin time every month through improved automation.

With future improvements planned, Acorns are expecting to make considerable time savings in other key areas, and will be monitoring these changes into next year.



To see how MHR can add value to your organisation get in touch

Let's chat

Talk to one of the experts today and see how you can eradicate your paper-based processes, increase data accuracy and improve employee engagement with a full strategic review of your HR workflows.

Let us know how we can help.

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