



MHR

Case study

UK Export Finance reduces administrative burden thanks to MHR

“MHR gives a great level of service and we really appreciate the ability to customise the system for our organisation’s specific requirements, but with an affordable pricing structure. This was crucial for us as a government department – we need to be sure we can get great service and good value for money.”

Rachel Clark, Senior HR Adviser at UK Export Finance

UK Export Finance is the world's oldest export credit agency. They help companies of all sizes and sectors to win, and fulfil, export contracts. With their separate HR and payroll contracts expiring, UK Export Finance made the decision to upgrade their systems and procure a new supplier. Following competition, MHR was successfully awarded the contract which commenced in February 2017.

As a government department, it was crucial the new system could deliver value for money and make every penny count. It also needed to provide flexibility and accessibility for their employees. With over 300 people based in the main office to consider, as well as regionally based homeworkers, it was important the new system could be accessible where necessary.

Simon Ford, Senior HR Adviser at UK Export Finance said: "We have found iTrent infinitely customisable and easy to use. The fact that it is constantly being developed by MHR allows us as an organisation to continuously improve our processes and increase efficiency."

Implementing a new solution

Following commencement of the contract, implementing iTrent and transforming their HR and payroll systems became a two-part plan.

To move UK Export Finance onto the new system, all old processes needed to be reviewed, ensuring automation could be used where possible to fulfil employee requirements and modernise their HR and payroll processes. The organisation needed to completely change how it processed its HR and payroll data, which would now be part of one system. Implementation and system transformation then took just over a year to complete.

The first step was to implement core HR processes and Employee Self Service (ESS). The latter was a crucial module for UK Export Finance, allowing employees to make their own changes to their personal information, which could then be shared across the system for use in a variety of processes. ESS removed the need to manually copy employees' personal information into the different systems, such as from core HR to payroll teams. The automation of this process dramatically reduces the admin for HR personnel.

The second step involved the implementation of performance management, and then payroll. The streamlining of processes reduced the duplication of efforts and added more flexibility for their people by uploading objectives and performance reports directly into iTrent.

Summary

Organisational objectives

- Update and streamline processes
- Reduce administration
- Better value for money

Solution


- Implementation of iTrent and ESS modules
- Implementation of BusinessObjects

Results

- Automated systems to reduce manual activities
- Improved Employee Self-Service for increased efficiencies

Savings

- Reduction in days to complete administration/reports
- Reduction in errors
- Reduction in paper processes



The new workflows created by upgrading their HR and payroll systems were designed to help managers and employees better prepare for report contributions, without relying on central teams to manually send requests and reminders. Moving to iTrent ensured that UK Export Finance could become more strategic in its processes, rather than simply transactional.

Initial savings

Since the implementation, UK Export Finance have experienced a number of benefits across the organisation and the amount of time being saved is still growing. Efficiencies have improved within the HR and payroll teams, who have much better access to stakeholders' data and new automated processes to streamline work between departments. Monthly payroll runs are far less labour intensive and the compilation of regular reports has already shown significant time savings.

With employees inputting their own data via ESS, there is less administration required centrally, significantly increasing the efficiency of data processing as well as reducing the number of errors.

There has also been a large reduction in the amount of paper used, inputting performance reports directly into iTrent instead of having to scan paper copies and then save the files.

A single, online system for all documents ensures time is no longer wasted searching for paperwork, saving multiple days of administration every month and reducing their environmental footprint.

Simon Ford, Senior HR Adviser at UK Export Finance said: "We have to deal with many statistical returns to other Civil Service departments, including: ONS, Cabinet Office, and HM Treasury. The reporting systems both within iTrent and in BusinessObjects has reduced the preparation time considerably as so much more data is now held in one place within iTrent. This provides a major quarterly return to Cabinet Office on sickness absence, reducing preparation time by half."

"We are saving time and money because there is no more duplication of efforts from the users and the operations administrators. This has allowed more time to concentrate on system and process improvements and will allow us to make our stakeholder-led operational processes more agile."

"Feedback from our employees has been good, with people finding the system easy to navigate. As we undergo the culture change of people being responsible for keeping their own records up to date, we foresee even more time savings."



Following the successful implementation, there are already discussions to add new modules including the questionnaire function Survey Builder, as well as future plans for improving their onboarding process. MHR were delighted to support UK Export Finance in their HR and Payroll transformation iTrent was able to provide the flexibility and customisability needed, to offer real value for money.

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 Employee Self Service and other modules.

Let us know how we can help.

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