MHR

Warwickshire County Council replaces ERP system, saving over 300 hours a week with iTrent

I really value the increased flexibility and accessibility you get with iTrent. I could be on holiday in Majorca and using my phone I could process expenses, claims, leave requests - whatever I need. For the end user, this speeds up workflows and makes everything more accessible and useable – a great improvement from our old ERP system.

Neil Jones, ICT Lead at Warwickshire County Council.

Warwickshire County Council were struggling to see the benefits of their legacy ERP system, Oracle E Business, which they had been modifying for 15 years. For HR and payroll, it was failing to offer value and required too many internally developed add-ons to meet the organisation's requirements. With over 28,000 employees to consider, including a variety of subsidiaries such as district councils, schools and rescue services, it was crucial the new system could offer a robust yet flexible solution. They chose to move to iTrent in April 2017.

Neil Jones, ICT Lead at Warwickshire County Council (WCC) said: "Funding is always under pressure and we had to look to deliver savings. One solution is to get a cheaper product doing the same thing, and one is to try and do things differently. With iTrent, we could do both."

iTrent was a cheaper alternative to the ERP legacy system, especially with its flexible pricing structure. It also offered greater functionality in a single system to enable the streamlining of business processes and improved efficiency.

With the level of customisability and flexibility of the system, it ticked all the boxes for the council. Plus, with MHR's established presence in the local authority market, WCC could proceed with confidence knowing iTrent was capable of meeting their needs.

Neil said: "Our payroll solution was customisable but it wasn't easy, quick or cheap to do so. We've got over 40 different payrolls, and that covers several organisations who all want different functionality. So the fact that we could customise the product to fit their needs was very important.

You don't necessarily want to have to wait until 10am on a Monday morning until you're at the office to process an expense claim. With iTrent, you can do it whenever you like which is really important for our employees, many of whom work remotely."

Summary

Organisational objectives
- Update and streamline processes
- Reduce administration
- Better value for money
- Trusted solution

Solution
- Implementation of iTrent core modules and ESS
- Employee Self Service
- Implementation of recruitment and performance modules

Results
- All one system for streamlined services
- Improved employee self-service for increased efficiencies

Savings
- Cost savings equivalent to 7+ FTE employees amounting to over 300 hours in saved time per week
- Reduction in central administration
- Reduction in errors

Implementing change

The implementation project was a two phase plan. Phase one involved the installation of core HR and payroll modules, extending the functionality with Employee Self Service (ESS) and people manager, completing within 18 months. Phase two will start in December to implement modules such as recruitment performance and HR case management. Neil said: "Initially it was about replacing the old legacy system. Now we've done that it's about enriching it, adding extra functionality and more integration with other modules.

With our old system you had to have corporate access to use it, either through a VPN if remote or within the the corporate infrastructure. iTrent has helped to transform that to offer more freedom."

WCC have been working with MHR to deploy iTrent in a slightly different way to better suit their needs. Neil said: "We are deploying the people manager functionality, not to people managers as such but to some of our subsidiaries, such as the schools we look after, to enable them to do their own input rather than us doing this centrally. As a result of this journey I think MHR will have an even more flexible product that essentially means it's 'self-serve' for our subsidiaries. At the end of the journey the product will be far better for us as a result, as well as pay dividends to MHR and other customers."

A future-proof solution

Changing from an outdated ERP to iTrent has led to significant time and cost savings for WCC. A culture change was required to pass the benefits throughout the central team at the council, to subsidiaries including schools and fire services whose administrative needs used to be processed by the council centrally. With many of the internally developed add-ons no longer necessary, the different systems could be simplified into one.

Neil said: "I think, using iTrent, we'll be able to decommission about five or six systems with different purposes that we had developed previously. One of them will be the payroll front end system, another will be the absence system used for processing absences and another will be the online e-payslip solution. Things like time and expenses can now be processed faster, but there is also a reduction in errors as it is no longer being done manually in a central location.

The end user is entering the information and attaching receipts at source which will speed things up significantly. As it's an online system accessible 24/7, this can be done whenever and wherever it's needed."

Cost savings

As well as increased efficiencies, time can now be better utilised at the council. Neil said: "The ICT team needed to support our previous ERP has shrunk significantly. We had a team of about nine FTE's which will now go down to two. An example of this is the database activity which now sits with MHR as we chose a hosted solution, so we don't have any need to utilise an internal database role.

By changing the workflows from centrally managed line to managers/end users, we have made a significant reduction in headcount within the HR space, and this has also been done within subsidiaries too. Thanks to these changes we can save over 300 hours per week, and our people can all now be utilised elsewhere.

Our employees have given overwhelmingly positive feedback. They like the system, the interface, the look of it, and the fact they can use it whenever and wherever – it's been hugely positive."

MHR were delighted to work with Warwickshire County Council as they made the transition from their legacy ERP system Oracle to iTrent, working with their internal ICT experts to ensure their needs were fulfilled.

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

Let's chat

Talk to one of our 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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