



## MHR's iTrent Assist Service

Purchase 'hours' of support from our expert team of consultants to get the most out of your system. Our iTrent Assist service provides rapid response guidance to realise greater benefits within new release features, offer remote technological fixes, ad-hoc system administration support and remote configuration across a range of workflows. Our team are on hand to provide your organisation with additional assistance when you need it.

We recognise that all organisations will experience times when system administration resource is limited, project demands are high, or in-house teams do not have specific knowledge about niche areas and need a bit of extra guidance.

Perhaps you need to configure changes to your pension scheme, pay calculations or absence reporting. Even if you're not sure exactly where you need help, our expert team can support you with advice and guidance, as well as knowledge transfer, to ensure your system always works for your needs.

Our iTrent Assist service offers consistent, on-demand consultancy without advance planning or the need to book full days. Raise a request and get fast access at short notice to resolve queries about your iTrent solution.



## This service provides:

- Expert MHR consultants who will provide advice and guidance, and expert knowledge at short notice
- Consistent system support when you need it
- Flexible support that can be accessed in 15-minute blocks
- Walkthroughs of upcoming upgrades, and how new updates, modules and services can benefit your organisation

## Key benefits:

- Fast access to direct advice and guidance on HR, payroll and technical issues
- No need for advance planning
- Dedicated pool of MHR expert consultants
- A consistent and cost-effective support service
- Rapid response time – less than 24-hour response time to any initial query built into the SLA

## Support packages

The Assist Service works alongside your existing MHR Service Desk and Service Cloud support to provide a 360° support package that is on hand when you need it, enabling you to respond quickly to business requirements.

## Remote support

You will receive remote support from a consistent pool of MHR expert consultants who are fully versed in the latest iTrent functionality.

Common queries the iTrent Assist service can support you with:

- Absence issues / queries
- Electric support
- Security set-up / tweaks
- Audit investigation
- Advice and guidance
- System administration
- Post upgrade actions
- Workflow set up and batch job configuration
- User calculations configuration
- Absence and pension scheme configuration
- Payroll processing and costing support
- Holiday pay
- Ad-hoc technical consultancy
- Advice on new releases and upgrades
- Issues with processing information

## Service options

Select from six service packages designed to offer flexible support to cover organisations with differing needs.

Sign up to a balance of either 10, 30, 60, 120 or 180 hours with a 10 hour bolt on available. All we ask is that you book a minimum of 15 minutes at a time and use all your service hours within a 12-month period.

To find out more about how our iTrent Assist service can support your organisation, speak to your Customer Relationship Manager or email [crm@mhr.co.uk](mailto:crm@mhr.co.uk) and we'll be in touch.

Use your balance of hours however you need!

**“MHR has been instrumental in our success. They made insightful and practical interventions, challenging stakeholders to question the status quo which helped us develop more effective solutions much faster than we could have originally hoped for.”**

City of London Corporation