

MHR

**MHR – Your  
Trusted Partner  
for HR and  
Payroll Services**



# Looking after your people; protecting your business

Whatever your business, whether it's multi-national or a small start-up, your employees are likely to be your best asset. They will also make up a large part of the cost of running your business, so it's crucial that your payroll is as accurate as possible.

Average accuracy for the delivery of payroll services currently stands at 98 per cent – with levels even lower for those organisations with in-house teams – which can lead to problems for both companies and their people.

MHR's managed services team is surpassing these numbers for our more than 350 managed customers, consistently attaining accuracy figures of 99.99 per cent. That's a level normally only seen in the banking sector, which we've maintained whilst managing 2,000 payrolls and £10bn of payments and providing advice and guidance.

We achieve this by investing in our own technology, products and services including ground-breaking automation, to ensure our customers have HR and payroll solutions that fit their needs today and grow with them in the future. All this is backed up by our wholly owned, state-of-the-art data centres that ensure information security and compliance with all the required legislation.

For businesses with an established in-house team, we work in partnership to provide an efficient and accurate service. This frees the team up to focus on the more complex areas of work without worrying about day-to-day administration. Alternatively, we can take on your entire HR and payroll services as a trusted partner.

Either way, our automated managed service operation is a world-class, industry first for outsourced payroll. Working from our Ireland and UK-based service centres, our large team of qualified payroll and HR professionals delivers exactly the levels of accuracy and support that you would expect from an experienced, professional partner.



# Reducing wasted time and money

Fifty per cent of large organisations are still using manual or paper processes within payroll. This brings with it the inherent dangers of human error and fraud as well as time wasted filling out forms.

Accessing and manipulating even basic people-related information is time-consuming, costly and often done incorrectly. Even when checked twice, manual processes have been found to be only 96 per cent accurate at best.

Our research on more than 250 businesses also showed that one in every four payrolls is inaccurate or late, costing businesses dearly.

Our automated processes save everyone time, freeing up your managers and other employees to focus more on the job they're actually paid for. Our systems also help reduce human error so that our managed payroll service consistently delivers the highest levels of accuracy, ensuring your people are paid correctly, on time, every time.

Our software and management systems reduce the need for in-house teams to double check information, helping to avoid growing overheads, payroll leakage and the need to spend more on your own IT infrastructure.



# Providing expert support for all stages of business

Our team are available for advice and guidance when you need them and can highlight potential errors in your payrolls before they occur. We support companies through every stage of the business life cycle, from start-up and growth to acquisitions and sale, no matter how complex your requirements. With no third-party involvement we're an extension of your team for as long as you need. We also monitor market and future trends to ensure our systems and products stay up to date with all the latest and upcoming developments in HR and payroll.

**“Thank you to the MHR team for your patience, support and help.”**

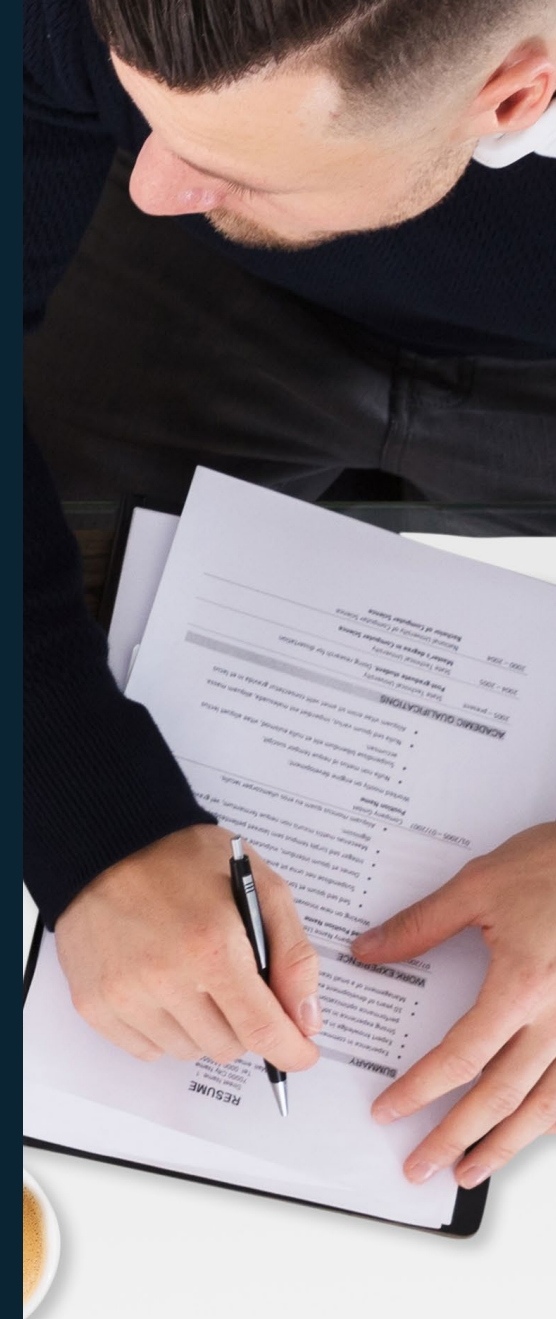

Jasbir Sokhal  
Payroll Manager  
TJX Europe



# Delivering secure solutions that you can trust

Our continuing high investment into our multi-million-euro data centres means that we can always meet the highest security requirements to keep your sensitive and personal data safe. Our management systems come with independent certification which meets ISO 9001 and ISO 27001, as well as the SOC2 security standards, providing total peace of mind.

With more than 35 years' experience in the payroll industry, our teams have a wealth of expertise and qualifications including being Revenue.ie recognised, SEPA ready, IPASS qualified and SOC2 compliant. All our staff are DBS checked or security cleared to an even higher level, giving you reassurance that we're a team you can trust.



**“MHR have been really positive about helping us and supporting our team as they get to grips with things.”**

Department of Culture, Media and Sport  
UK Government

# Supporting with legislative compliance

Compliance with employment and data legislation is key for all businesses and keeping up with current and future regulations can become a large and expensive administrative burden. Non-compliance with legislation could lead to hefty GDPR, Revenue and DPC fines, which could also cost you your reputation. Fines of up to €20 million or four per cent of annual global turnover can be issued for infringements in relation to GDPR.

To make sure you are always compliant we take every step needed within our own systems to keep them up to date and in line with regulations – saving you that overhead. We will also show you how to securely manage your payroll and HR data.



# Minimising risk

By working in partnership with MHR, you will never be at risk of a business interruption such as employee sickness, system failure or lack of building access affecting your HR and payroll processes. You will have our large team of qualified payroll and HR professionals at your disposal to ensure the work continues as normal with on-time, accurate delivery in every payroll cycle. As a trusted partner, we're here to support your overall risk management and ensure business continuity.



**“We have relied on you in areas where our knowledge was limited, and we have learnt a lot.”**

Anne Allen  
Pay Team Leader  
ACAS



A professional woman with glasses and a dark blazer is smiling and pointing at a tablet held by a man in a white shirt and tie. They are sitting at a dark wooden conference table with papers, a pen, and a glass of water. The background is a bright, modern office with large windows and abstract wall art. Four red L-shaped brackets are positioned around the text on the left side of the image.

**Our  
services**





# Outsourced payroll

Whether managing your entire payroll or just running your SEPA pay run,, we will take care of moving over your existing data and design a solution that works for you. With each new customer we carry out a suite of checks to guarantee accuracy throughout the process.

MHR provides a range of solutions to support your end-to-end payroll process, providing legally compliant services which meet specific performance standards:

- **Managed services:** We manage your payroll input, processing and handle payroll queries
- **Bureau service:** You manage your payroll input and we manage the processing
- **SEPA pay run and/or payslips:** We manage the payments process and distribution of payslip

Our experienced payroll analysts are available when you need them, no matter how close you are to the end of the month. We can also give you a full view of your workforce costs, helping you to manage budgets better.



## Key features:

- Consistent 99.99 per cent accuracy on payroll and automated payroll checking
- Payments through SEPA, printed or electronic payslips and and reporting
- PAYE Modernisation compliance with integrated Revenue validation
- Payroll management and auto-enrolment
- RTI compliance
- Revenue Payroll Notification (RPN) download and validation
- Best practice payroll checks, balances and controls
- Annual salary and bonus processing
- Costing reports and general ledgers



# International services

Global businesses face the challenge of managing a payroll that meets all the individual rules and regulations of each country they work in.

Our international services can coordinate your payroll operations in more than 130 countries worldwide, delivering at the same high standards as for Irish-only businesses.

Our team of in-house country payroll specialists have knowledge of the individual complexities of different countries' requirements, meaning we can navigate multi-country legislation and ensure your payroll is legally compliant.

## Key features:

- Consistent global service with a dedicated point of contact
- Country-specific payroll reporting
- Online payslip delivery to employees
- Tax and social security reporting
- Direct payments to employees in their local currency
- Fully compliant with all relevant legislative requirements
- Payroll client account facilities which eliminate the need for local banking in many countries
- Registration with relevant local tax authorities and direct liaison with any regulatory bodies



# Pension services

We offer a full range of tailored pension services to give you and your people peace of mind for the future. We offer support covering all major providers in the UK including SPPA, Scottish Widows, Aviva and Standard Life as well as local government, NHS and teachers' pension schemes.




## Key features:

- Pension deductions from your payroll
- Oversight of contributions you make as an employer
- Redundancy, divorce settlements and ill-health applications
- Employee communications such as auto-enrolment letters and full details of pension contributions and costs
- Ongoing compliance with all legislation
- Management of changing scheme rules and regulations

A man and a woman in business attire are looking at a tablet together in an office setting. The man is on the left, wearing a grey suit jacket, a light blue shirt, and a black tie. The woman is on the right, wearing a black blazer over a white collared shirt. They are both smiling and looking at the tablet. The background is a bright, modern office with large windows.

**Responsive  
customer  
service**




Payroll is one of the most time sensitive administrative tasks that your company will deliver each month, so with time of the essence if you have any queries or concerns, you need a delivery partner that is highly responsive and always reliable.

Our managed services team receives 10,000 contacts a month – and we resolve all of them within three working days or less. Within those contacts, we aim to resolve 80 per cent of queries within 24 hours and 95 per cent within 48 hours.

Accurate payroll is crucial for our customers and our services help make over 500,000 payments correctly each month.


As well as cutting out manual errors and fraud, our team will also help protect your business against cyber crime. There's no need to worry about keeping the system up to date either, as we'll take care of that for you as well.

By supporting people and protecting businesses, we have earned a 96 per cent customer retention rate and we truly value our ongoing relationships with our clients. By working in partnership, we can help you to streamline your processes for a better HR and payroll service that not only benefits your business and employees, and potentially reduces your overheads, but also frees you up to focus on delivering your core business and providing the best possible service for your customers.



**“Our long-term partnership with MHR has grown from strength to strength and has continued to provide us with the best possible service over the last decade and beyond. MHR’s team are always there when we need them.”**

Joe Carter  
HR Manager  
Severn Trent Plc



**MHR**

Speak to us and find out how we  
can help your business with more  
efficient, accurate, stress-free payroll.

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