

**Nottingham  
Trent University  
transform its  
HR and payroll**



# Introduction

With roots going back to 1843, Nottingham Trent University (NTU) is one of the UK's leading universities, winning The Guardian's University of the Year award for 2019.

Employing 4,000 people at any one time across three main sites in Nottingham, Clifton and Brackenhurst. NTU needed to streamline its HR and payroll systems, and replace inefficient paper-based processes, introduce manager and employee self-service efficiencies, and expand its data reporting. iTrent from MHR proved to be an effective and flexible solution.

“Managers feel they have control of their teams, employees feel they have control of their data.”

**Jayne Billam**  
Director of HR  
Nottingham Trent University



# Summary

## Organisational objectives

- Streamlining HR and payroll processes
- Increasing management reporting
- Enabling manager and employee self-service
- Aligning with the university's digital strategy
- Removing technology risk through a hosted solution

## Results

- Seamless HR and payroll functionality
- Improved data insight and reporting
- Future-proofed hosted and managed solution
- Simplified regulatory data submissions
- Smooth and efficient implementation





# The benefits of a managed solution

Implementing a fully hosted and managed HR and payroll service through iTrent has given NTU the opportunity to transform its HR and payroll operations. By using iTrent's sophisticated software services, NTU was able to take all its HR and payroll processes online and build automated processes that simplified ways of working.

The imperative to adopt a solution that would deliver significant business benefits and provide scope for future development was solved by the adoption of iTrent.

As a cloud-based market-leading service, iTrent has enabled NTU to transform business processes and meet NTU's statutory responsibilities. It empowers people to own their data, while meeting NTU's strategic aspirations to put the customer first.

# Managing HR and payroll complexity

With NTU employees covering a large spectrum of roles and a number of varying salary arrangements, the University was looking for a powerful and flexible HR and payroll solution to include all employees from all grades and functions – academic and professional services, both part-time and full time, on different salary scales, and including both salaried and hourly-paid employees.



# Smooth and efficient implementation

Following a thorough EU procurement process, iTrent from MHR was selected for its advanced functionality, competitive cost and powerful scalability.

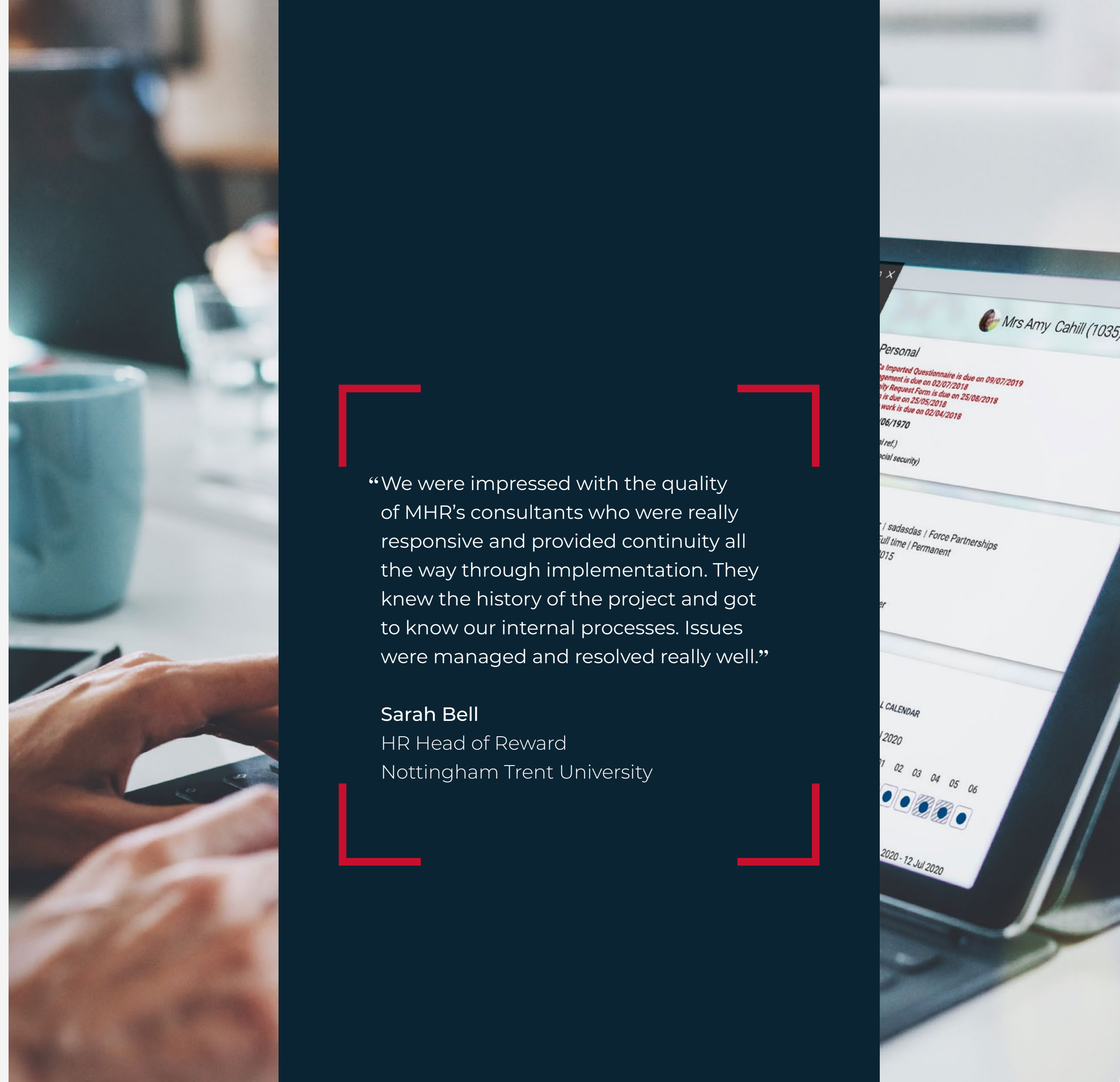
Implementing a new system was a huge undertaking for NTU, but thanks to the expertise of MHR's dedicated consultants, and the hard work of NTU's internal project team, the implementation proved to be a smooth and efficient process, being well received by all substantive employees and managers, with no significant issues being raised.

Sarah Bell, HR Head of Reward at NTU said, "We wanted to move away from our system which was 20 years old and not fit for purpose. Our previous system wasn't hosted; therefore, our internal team had to conduct all upgrades and testing, which took too much time and effort. It hadn't moved with technology and was seriously out of date."

"We were impressed with the quality of MHR's consultants who were really responsive and provided continuity all the way through implementation. They knew the history of the project and got to know our internal processes. Issues were managed and resolved really well."

**Sarah Bell**

HR Head of Reward  
Nottingham Trent University





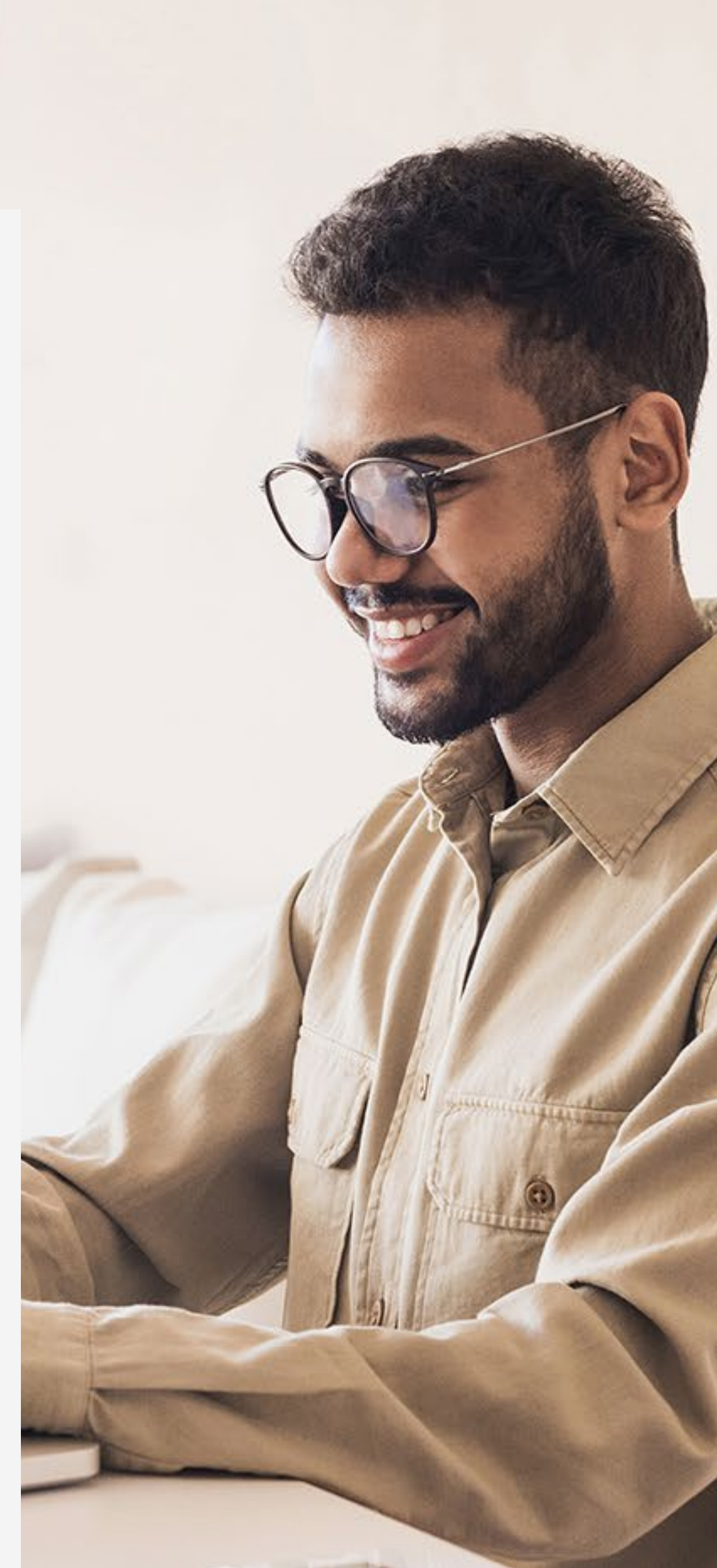
# Improving HR and payroll processes

Following implementation, the benefits of iTrent were immediate and profound, providing expandable functionality and self-service for HR functions such as overtime, appraisals and absence management.

Giving NTU's HR and payroll teams consistency in all processes, iTrent removes the need for manual calculation of HR matters such as holidays and absence data, with all data held centrally. Paper timesheets – which previously needed manual input – were replaced with a combination of self-service and batch processing.

“The reduction in paper usage is significant with the cost and time savings associated with these changes. Removal of the Pay1 print and file alone saves approx. 7000 sheets of paper each year.”

Manager self-service also gives a clear picture of NTU's HR data, as Sarah Bell confirms: “Managers feel they have a more comprehensive view of their teams. iTrent allows us to manage employee data with a new level of sophistication. Employees feel they have control of their data, as well as updating personal information like a change of address, they can view and book learning events and training, request annual leave and submit expenses. Automated workflows enable much slicker processes.”





# Agile response to COVID-19 monitoring

An additional benefit of iTrent has been the ability to quickly introduce new processes to record and track COVID-19 related absences. This functionality has enabled NTU to support its own management of COVID-19 cases and to provide reliable data to external bodies such as the Office for Students and Public Health England.

“It is vital that the university can efficiently and effectively manage the whole employee lifecycle as well as having the capability to generate reliable, timely and accurate management information which we can use for the benefit of the university, its employees and to meet external and statutory obligations. iTrent gives us the ability to do this.”

**Jayne Billam**  
Director of HR  
Nottingham Trent University



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

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