

MHR

**Delivering  
an Improved  
Employee  
Experience  
With MHR**



MISSGUIDED

## Introduction

Missguided, the fast-paced global fashion brand employs over 400 people in Media City, Manchester and its Middle East stores. As a thriving and successful ecommerce business, Missguided is all about empowerment and inclusivity in its employees, attitude and audience.

Adapting quickly to ever-changing markets and demands, Missguided accurately predicts future trends through close monitoring of its target audiences, a factor which has enabled Missguided to remain at the very forefront of the market.

Missguided have been working with MHR for over four years to transform their HR and payroll processes and deliver a better employee experience.

“I haven’t had to deal with a single error since implementing MHR’s solutions, which has made my life and our entire HR function so much easier, saving hours of time every week.”

**Marek Sadowski**  
Payroll and Benefits Manager  
Missguided

## A growing relationship

Missguided first began its relationship with MHR in November 2016. They moved to the company's Managed Payroll Service in February 2020 and joined the MHR Assist Program in April 2020.

### Payroll everyone can rely on

Payroll accuracy is essential for Missguided employees. Often, it is their first job and it's important to the Missguided team to know that they're rewarded for the work they do, that they're paid accurately and on time.

By automating payroll through iTrent, Missguided pays all its employees accurately and on time. For Missguided, the outcome is clear. Payroll and Benefits Manager, Marek Sadowski said: "Thanks to iTrent, everyone's pay packet looks exactly like it's supposed to."

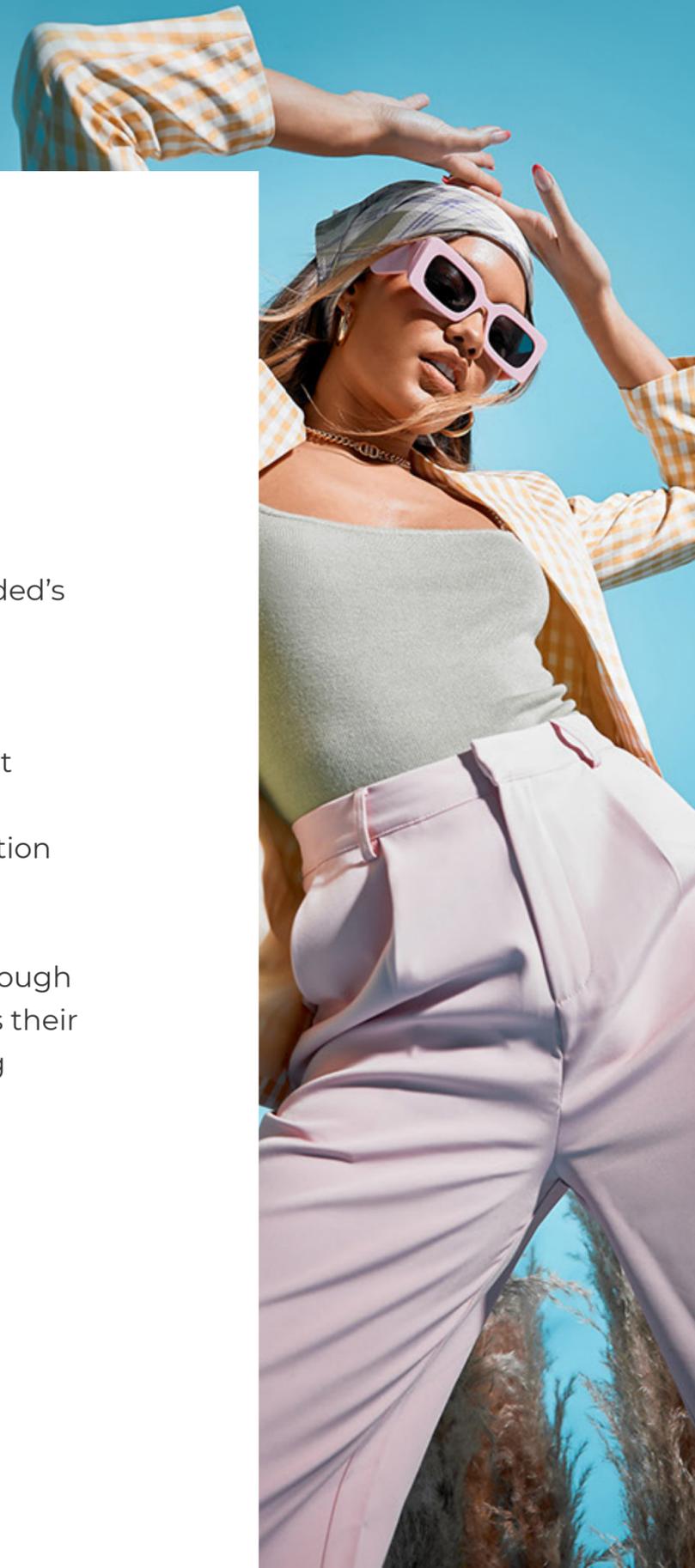


## Removing errors

Prior to using MHR's Managed Payroll Service, all Missguided's processes were paper-based. In Missguided's dynamic and flexible working culture, this created additional work and unnecessary errors.

Accurate overtime payments, for example, were reliant on handwritten forms and spreadsheets. Inevitably, handwriting legibility, data input errors and authorisation validity caused delays and wasted time to sort out.

By automating overtime processing and payment through MHR's Managed Payroll Service, Missguided can focus their attention elsewhere, knowing that overtime recording and payment is accurate and authorised correctly.



## A great cultural fit

In Missguided's experience, MHR supports its ability to stay flexible during uncertain times. "People love working here, and we want happy employees. MHR are a great fit for our young, dynamic and ever-changing culture... like us, MHR is innovative and proactive."

Missguided managers and employees can access the platform via a chatbot, alongside self-service options. This enables employees to check their pay, book holidays and do what's important to them. It makes life easier for every employee and reduces traffic to HR and payroll's inbox.

"The Chatbot keeps all our employees engaged, even more so right now. Also it doesn't take 15 hours of training like other HR or payroll platforms because it is so intuitive and simple which means it's really easy to onboard our new starters." Marek states.

## Assist for immediate support

Having moved to MHR Assist in April 2020, Missguided avoided a lot of stressful situations that would have arisen if not for the immediate support the service provides. As Marek confirms: "MHR Assist is worth every penny. Consultancy is great for major changes, but the Assist service means we can deal with things quicker when we need to."



## Working remotely, effectively

Predominantly using laptops, employees were able to work from home easily when required, engaging with iTrent on their laptops and chatbot through their mobile phones.

“iTrent suits people working from home, and we’ve had no problems at all with HR or payroll during times of remote working.”

Another advantage of choosing MHR was that Missguided was able to access the additional pandemic reporting made available on iTrent from day one, which proved very helpful to employees.

**“Our business changes constantly and at speed, so we need our systems to adapt and change quickly too. MHR provides the HR function with the foundations to maintain a responsive and resilient workforce.”**

**Marek Sadowski**  
Payroll and Benefits Manager  
Missguided

**MHR**

Talk to one of experts today  
and see how you can reduce costs,  
drive productivity and remain compliant.  
Contact MHR and see how we can help you.

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