

**Companies
House Sees
Immediate
Benefits**



Introduction

A customer since 2017, Companies House had started to lose confidence that their iTrent system could meet their business strategy. Despite a wealth of new and emerging functionality, they felt the basic set-up was no longer meeting their needs and so they decided to embark on a strategic review.

“The MHR Strategic Team have absolutely understood what Companies House are about and what we are trying to achieve. The strategic review exercise has confirmed our internal programme of work over the next 2 years.”

Charlotte Newman-Ford
Head of Workforce Planning
Companies House

An investment now to build the future

For Companies House, going ahead with the strategic review was about making the investment now to see some of the immediate benefits rather than waiting another 6 – 12 months to make changes.

Project Lead said: “We felt there was no point investing further in the system until we got our fundamentals right. The strategic review felt like the natural next step. We wanted a review of where we are, how we use the system, our strategic vision as well as an understanding of our requirements from iTrent.”

Charlotte had to seek the confidence and support of the leadership team at Companies House to invest in the review, especially due to the timing of the project with the coronavirus pandemic and countrywide lockdown meaning the whole service would be delivered remotely. A number of relevant references and sample reports convinced them it was worth the risk. With more than 1,000 employees to support, it was crucial they had a system that worked for them to make their day-to-day activities quicker and easier to complete.

The Head of Workforce Planning - Charlotte Newman-Ford, said: “The findings from the strategic review would link back to our corporate strategy, highlighting time savings, automation, efficiencies and the ways we can utilise the system better.

Our strategy is about having brilliant people, brilliant services and management information easily accessible from our systems. We needed the core part of the system to be doing its job properly and for us to have confidence in using the system to support our goals.

The business benefits that we could gain far outweighed the initial investment in the strategic review.”



Collaborating for success

MHR's strategic team were quick to get to work, establishing a project plan that considered the wellbeing of the Companies House team and their BAU commitments, as well as the risk of MS Teams fatigue with the project set up for remote collaboration.

This was the first time Companies House had embarked on a review of their HR and payroll processes, and so the agenda was tailored around the input required from their busy HR and payroll teams and planned across three days.

It was this level of consideration that reassured the Companies House executive team that this was not an off the shelf approach but a bespoke review specific to Companies House and their requirements.

"The strategic team established rapport and credibility with the Companies House team largely due to the level of experience and systems knowledge of the consultants. The team knew their stuff and were on point, providing on-the-spot answers to our questions.

I recall the initial discussion with MHR to discuss structure and outcomes and the review was everything I'd expected!

Before the strategic review iTrent was viewed very much as the system to book your annual leave. The MHR strategic review exercise has created awareness with the senior and corporate leadership team of what iTrent is and how it fits as an important cog within the wider transformation programme within Companies House."



MHR

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