

“It’s about doing things differently, and better.”

ICAEW seamlessly connects HR and payroll while improving employee engagement.



Customer:

Institute of Chartered Accountants in England and Wales (ICAEW)



Number of employees:

800



Sector:

Professional Membership Organisation



Product supplied:

iTrent HR software and Fully Managed Payroll service

About ICAEW

ICAEW represents the interests of over 150,000 accountants in England and Wales. An important voice for the industry, ICAEW employs circa 800 people in the UK and internationally and has another 500+ people on the payroll with more coming on board from 1 November. The organisation supports students as they qualify, advises accountants and delivers ongoing training and professional development.

Founded in 1880, ICAEW works with governments, regulators and business leaders around the world. As an improvement regulator, they supervise and monitor over 12,000 firms, holding them and all members and students to the highest standards of professional competency and conduct.

What ICAEW were looking for

When ICAEW was looking to change payroll providers, they had their sights set on finding a fully outsourced payroll service. Additionally, they wanted to include and streamline HR admin functions.

Alongside connecting their HR and payroll, ICAEW were looking to improve employee engagement and centralise training events to improve the take up rate of courses.

Employee and Manager Self Service functionality was critical to reduce the number of employee administrative requests such as updating bank accounts.

“iTrent can be adapted to what we need as a business, with real time data that HR and payroll can work on together. We find that really helpful, and it saves lots of time.”

Claire Murray
HR Systems Manager
ICAEW

Results and benefits

Selecting iTrent meant an end to the double entry of data, previously a task for both HR and payroll. It also helped ICAEW significantly reduce employee queries. Employees now have more sight of their employment data. This saves both employee and HR time, while also giving the employees key information held by ICAEW.

“We have definitely made time savings, though this time is just used elsewhere. For us, it’s not always about the time saving. It’s about doing things differently, and better.”

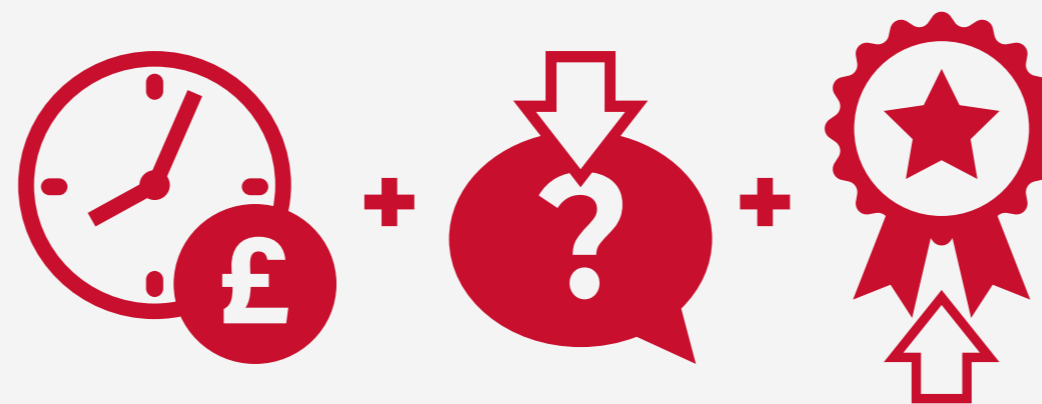
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Challenge

In choosing iTrent, ICAEW has addressed their key needs, including:

- Connecting their HR and payroll functions
- Reducing the number of employee queries and admin
- Double entry of HR and payroll data
- Improving managers’ visibility of employee data
- Increasing the speed and ease of operations
- Freeing up time within the HR department
- Improving the accuracy of employee data



HR data input time has been saved, the number of employee queries have reduced and the quality of information held improved through the use of iTrent and the Fully Managed Payroll service.

Solution

Following a competitive tender process, MHR and iTrent scored highest, winning the contract, providing ICAEW with iTrent HR Software with a Fully Managed Payroll service.

The inherent flexibility of iTrent allows ICAEW teams to change things as and when they need to. Their previous systems didn’t allow for this. Now the HR and payroll teams simply do it themselves.

“It’s easy when you know how,” reports Claire Murray. “We’re learning how to manage everything in the ways we need. It makes things quicker and easier with less people having to be involved. We can discuss the need for new functionality and new modules as a team, but then we just do it ourselves.”



iTrent has become an invaluable, imbedded tool at ICAEW for managers and employees.



Significantly streamlined HR processes and payroll management.



The accuracy of employee information has improved.