

MHR

**Newport City
Homes Builds
a Future-Proof,
One-Stop
HR Solution**



Introduction

Newport City Homes provides housing and services to more than 20,000 residents, leaseholders and shared owners in the city of Newport. The association is the largest provider of homes in the city, responsible for 71 per cent of housing stock.

Ambitious for the future, the association has 400 employees working from five offices, and puts residents at the heart of its mission; committed to making a difference to the communities it serves by becoming the most effective organisation it can be.

“We chose MHR because it provided us with a one-stop solution that could deliver HR, payroll, learning and development, and recruitment functionality all in one place. iTrent also has a good reputation among other local users and stood out above other products that we saw, being easy to use, aesthetically pleasing and very up to date with modern ways of working.”

Kathryn Jaggard

HR Business Partner (Projects)
Newport City Homes



Select action

Summary

Organisational objectives

- Replace HR and payroll systems no longer fit for purpose
- Move to cloud-based one-stop shop
- Transform HR reporting

Solution

- Selection of iTrent
- Implementation of core HR and payroll
- Implementation of Employee Self-Service, People Manager and Business Objects
- Implementation of recruitment and learning and development.

Results

- Elimination of time-consuming manual HR processing
- New strategic reporting capabilities
- Improved, streamlined employee experience
- Enhancement of HR role in organisation

Savings

- £10,000 in legacy system fees
- £10,000 projected from learning and development implementation
- £4,500 per annum from elimination of paper payslips
- Significant reduction report production-time
- Error reduction

Replacing a failing, heavily manual HR and payroll system

However, its legacy HR and payroll system was no longer fit for purpose. Processing payroll meant that the company relied on manual actions and time-consuming spreadsheets, where they also had limited capacity to produce accurate management information.

In fact, the association had three different systems for managing recruitment, HR and payroll, and learning and development. These required too much time for training, were very cumbersome and costly. The legacy payroll system was only accessible on-site and would crash if more than two people used it simultaneously. Paper holiday cards and payslips had to be employed. The entire system was incapable of generating reliable HR data, denying the business access to key intelligence.



Searching for a future-proof, cloud-based solution they selected iTrent

To overcome these severe shortcomings, Newport City Homes looked for a solution. It needed a system that had everything in one place; one that was cloud-based and could deliver to its technical specifications.

After examining the options, the association selected iTrent as its new HR and payroll solution, aware of MHR's outstanding track record in providing fully integrated solutions for housing associations and public sector organisations.

Implementation took place in April, 2019, launching core HR and payroll functions, together with Employee Self-Service, People Manager and Business Objects modules. Recruitment will be deployed in late 2020, followed by learning and development.

"We were in desperate need of an integrated HR and payroll solution that worked. We also wanted colleagues and managers to benefit as soon as possible from a self-service solution with the ability to book annual leave, record absence and view payslips – removing the need for manual processes previously undertaken by the HR team," said Kathryn Jaggard, HR Business Partner (Projects), Newport City Homes.

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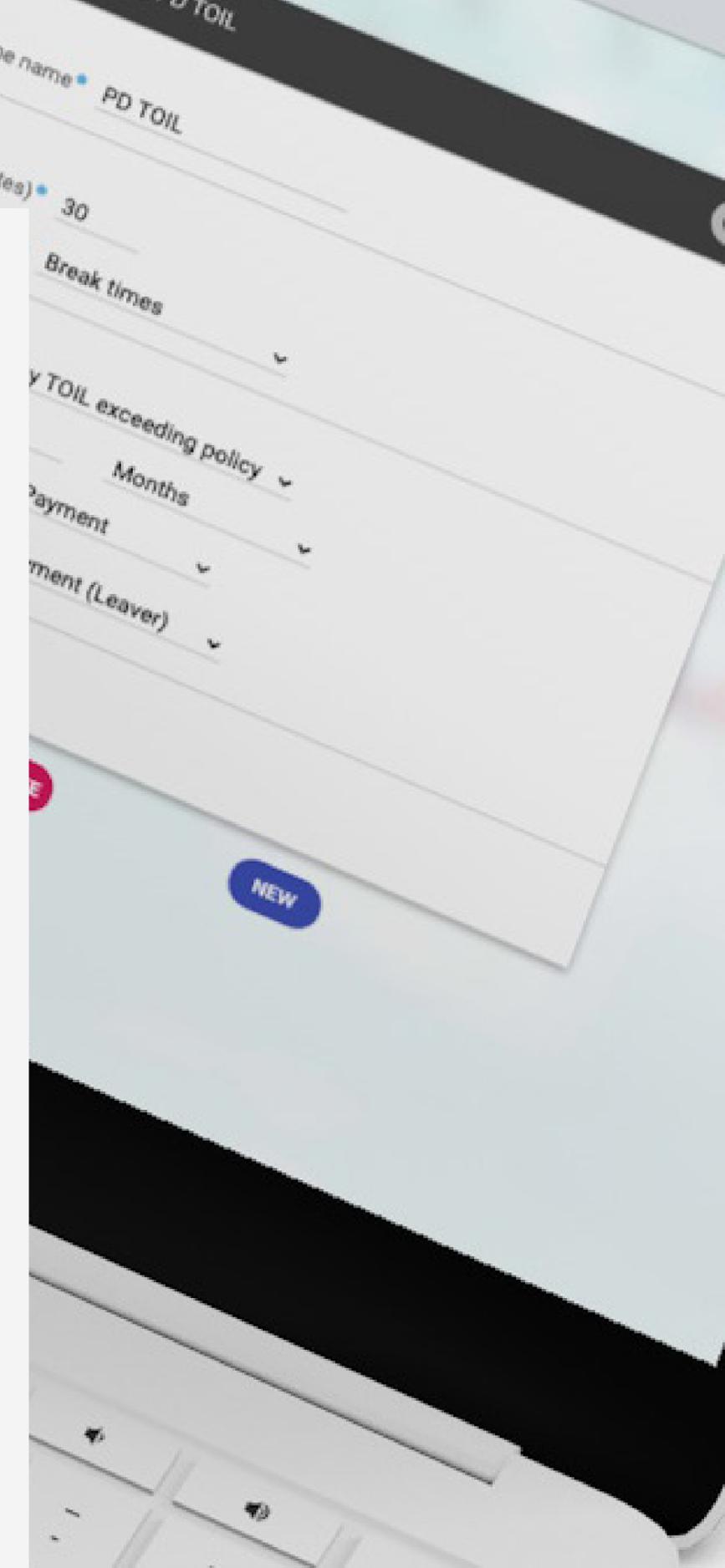
Transforming the experience for employees and HR

All employees now use Self-Service to view payslips, book annual leave, claim expenses and update their personal details. Managers record sickness for their team members, rather than using up the time of HR employees for the task. Managers also authorise holidays, expenses, view reports and use the management dashboard to access key statistics about their team members.

iTrent has been especially useful during the pandemic whilst all five offices were shut, but the association could still deliver payroll and complete all tasks remotely which would not have been possible with the previous set of systems.

Employees now have easy access to all of their up-to-date HR data in one place, accessible from any device including their smartphones. This is a major advantage as many employees work in the field without access to a laptop. Having mobile access means they are able to view their payslips, P60, holidays, expenses, and enables them to change details such as a new address without having to submit paper forms, as was previously required.

The HR team now has new capabilities to monitor the diversity of the workforce, contract end-dates, outstanding holiday balances, working patterns, holiday buy and sell figures and sickness costs.





Immediate and strategic benefits

The benefits of the iTrent implementation have been very substantial.

HR and payroll employees have been freed from manual processes and are able to concentrate more on adding value to the business. They produce accurate and reliable data, allowing them to respond to trends and make cost savings. Having a more sophisticated system has already meant they have identified and resolved non-compliance issues.

By no longer printing and posting paper payslips, Newport City Homes is saving £4,500 each year, and when the legacy system is switched off in September, 2020, a further £10,000 saving in fees will accrue. The launch of iTrent's learning and development functionality to optimise workforce training and career planning is expected to generate a further £10,000 per year.

The most significant time-savings have arisen from the use of Business Objects to create reports. Previously the admin team had to merge several reports from the legacy system which would take several days every month. In some cases they had to keep manual records in order to produce data. Additionally, the payroll team completed all adjustments manually, including sick pay reductions and maternity pay. This took up a great deal of time when running the monthly payroll.

More fundamentally, the creation of accurate monthly reports for the leadership team using Business Objects has raised the status of the HR department, enabling it to employ its members' skills as strategic advisers to the association's board.

"Our credibility has improved and our leadership team have praised the professional reports that we now provide them with," explained Kathryn.

Reflecting on the success of the implementation, Kathryn added: "We had some brilliant consultants that helped us along the journey, consultants that we still use for troubleshooting to this day. The service cloud that iTrent provide is fantastic, I regularly post ideas and get advice and help from the iTrent community."

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