"Having a single HR system is fundamental to effective collaboration."

Bedfordshire, Cambridgeshire and Hertfordshire Police Forces adopt iTrent to streamline HR and payroll.

Customer:
Bedfordshire, Cambridgeshire and Hertfordshire Police Forces

Number of employees:
10,000+

Sector:
Public Sector

Solution supplied:
iTrent HR and Payroll Platform and Document Manager

A collaboration of three police forces

Bedfordshire, Cambridgeshire and Hertfordshire Police Forces collaborate on many back-office and operational functions across the three counties. This requires information sharing across many diverse functional areas and roles within them. This complex organisational structure also includes regional units, including Norfolk, Suffolk, Kent and Essex employees – well over 10,000 staff in total, when police specials and volunteers are included.

In operating shared systems, they are committed to HR transformation. Recognising that there was a huge digitalisation case, they weren't simply looking to automate processes or harness technology. They wanted to improve and completely transform the way they work.

They previously had three different HR systems aligned to each of the forces. The Hertfordshire force had an HR and payroll system while the Cambridgeshire and Bedfordshire forces used separate payroll systems. This proved complex. All three forces were stretched to the limit in terms of functionality, with three sets of procedures and terms and conditions, making collaboration across the forces unnecessarily difficult.

"We were looking to reduce five systems down into one to improve information flow and stop dual keying. We were originally seeking a fully integrated ERP that was hosted but decided against this due to costs. The systems piece was the foundation of a big HR transformation that would change operations and ways of working," said Sam Summerfield, Head of HR Data and Digital Systems.

> " iTrent has allowed us to transform HR itself. Managers manage people more effectively, and employees can see and manage their own data."

Sam Summerfield
Head of HR Data and Digital Systems
Cambridgeshire Police

Results and benefits

iTrent enables collaboration with aligned effective processes which create efficiency and improve customer service. No longer are they keying information into many different systems – there is one single version of employment data, regardless of employing force. Digital documentation storage and retrieval is also available through iTrent Document Manager because iTrent is the same for everyone – regardless of location, role, level or pay scale.

+44 (0) 115 945 6000
+353 (01) 541 3778

info@mhrglobal.com
mhrglobal.com

Challenge

The challenge was to align HR and payroll across the forces while creating greater efficiencies. The collaboration was looking to improve information flow, stop dual keying, while ensuring each force was on the same system, thus improving efficiencies. The key objectives were:

- Building the foundation for a major HR transformation
- Reducing the number of employee queries and admin
- Changing operations and improving ways of working
- Increasing digital engagement within the organisations
- Incrementing the speed and ease of operations
- Enabling and encouraging employee self-service
- Improving the accuracy of employee data
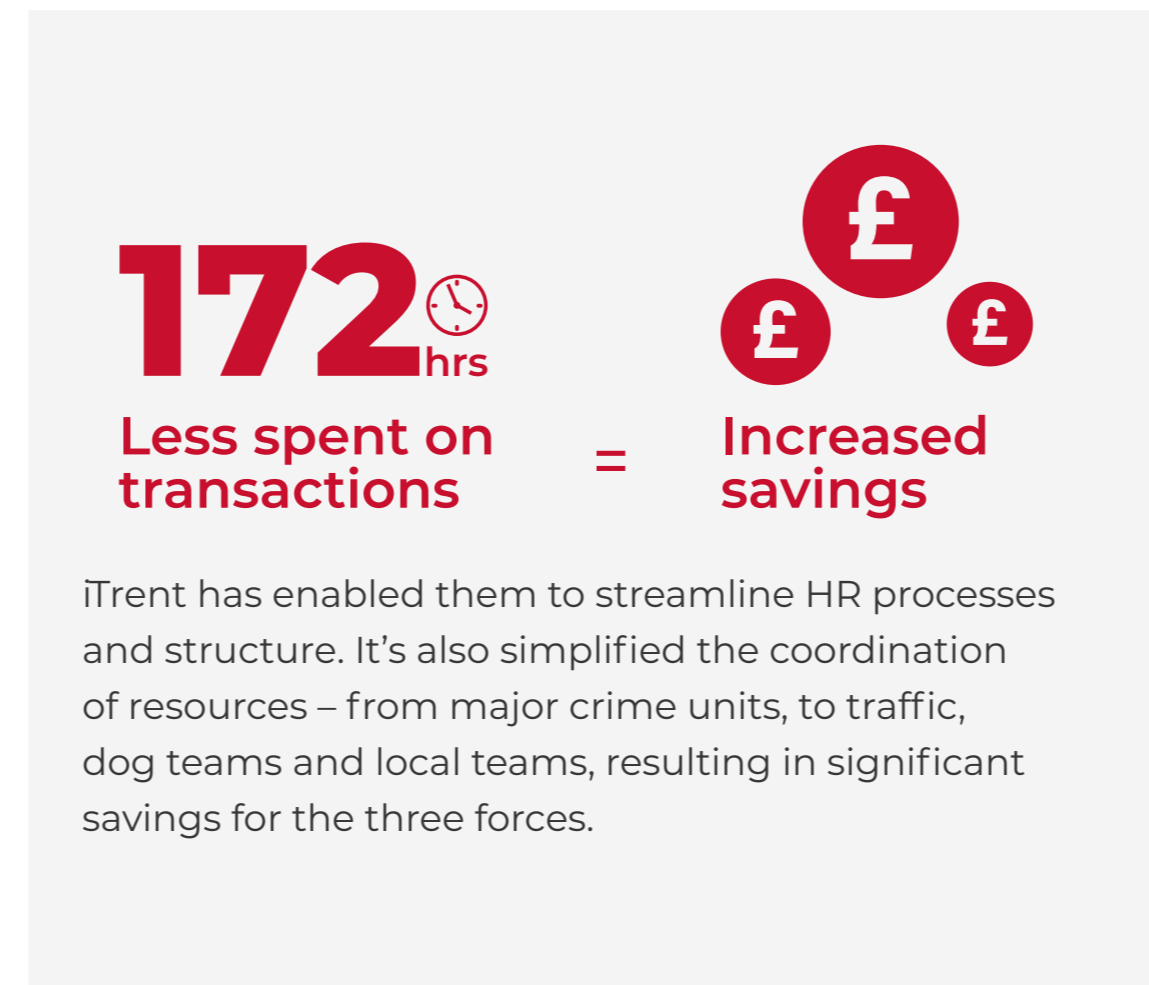
Solution

The three forces chose MHR's iTrent and Document Manager above ERP as a best of breed HR and payroll provider through the exceptional value and advanced functionality it offered at a level appropriate to the public purse.

MHR delivered on the requirement for one consolidated three-force HR and Payroll solution offering more digital engagement and self service. A single portal across the collaboration enabled everyone to interact consistently.

Additionally, iTrent Document Manager provided the means to store, distribute and manage various employment documents so that they are available as part of the holistic employment record allowing employees and managers to self serve.

172 hrs **Less spent on transactions** = **Increased savings**

iTrent has enabled them to streamline HR processes and structure. It's also simplified the coordination of resources – from major crime units, to traffic, dog teams and local teams, resulting in significant savings for the three forces.

iTrent has become an invaluable embedded tool, and the rich data source now facilitates more effective decision making across the three forces.

Streamlined HR processes and payroll management resulting in a 172 hours per month reduction in transactions.

50% decrease in transactional resource spend and an increased accuracy of employee information in return.