"Saving over 300 hours a week with iTrent."

Warwickshire County Council adopts MHR's iTrent HR and payroll platform – saving over 300 hours a week.

Customer:
Warwickshire County Council

Number of employees:
28,000

Sector:
Local Government

Solution supplied:
iTrent HR and payroll platform

About Warwickshire County Council

Based in the heart of England, Warwickshire County Council (WCC) governs the non-metropolitan county of Warwickshire, overseeing the five boroughs and districts of Warwick, North Warwickshire, Nuneaton and Bedworth, Stratford and Rugby.

The council provides a variety of services to its 550,000 residents including social services, roads and highway maintenance, libraries and education, fire and rescue services, recycling and housing.

Warwickshire County Council was struggling to see the benefits of their legacy ERP system, Oracle E Business, which they had been modifying for fifteen years. For HR and payroll, it was failing to offer value and required too many internally developed add-ons to meet WCC's requirements to support their 28,000 employees.

WCC's existing payroll solution was customisable, but it wasn't easy, quick or cheap to use. They had over forty different payrolls covering several organisations – all requiring different functionality. Customising the system to fit the needs of each area was a high priority.

Results and benefits

As well as increased efficiencies, time is now better utilised at the council. WCC saved over 300 hours a week, reducing headcount and redeploying them elsewhere.

We were delighted to work with WCC as they transitioned from their legacy Oracle ERP system to MHR's iTrent HR and payroll platform helping ensure their needs were met.

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Challenge

Time for a change

With a large employee base to consider, and a variety of subsidiaries such as district councils, schools and rescue services, it was crucial any new system they considered would provide a robust yet flexible solution.

WCC's key organisational objectives were to update and streamline processes, reduce administration and manual tasks and get better value for money. Additionally, using a trusted and widely used system like iTrent was high on their list of criteria.

Solution

Implementing a future-proof solution

Not only was iTrent a more economically attractive alternative to their ERP legacy system, it offered greater functionality, customisation and flexibility, enabling the streamlining of business processes and improved efficiencies. With MHR's presence and reputation in the local authority market, WCC could proceed with confidence, knowing iTrent was capable of meeting their needs.

We worked with WCC to deploy iTrent in a slightly different way – they rolled the system out in a way that meant schools and subsidiaries could manage their own data input rather than WCC inputting centrally. Changing to iTrent led to significant time and cost savings for WCC.

300 hours a week

Warwickshire County Council is saving 300 hours each week and cost savings equivalent to 7+ Full Time Employees (FTE).

iTrent Implementing iTrent saw the decommissioning of five or six systems with different purposes.

Improved employee self-service for increased efficiencies.

Reduction in errors and in central administration.