

# “MHR came right at the top in terms of meeting our needs.”

The project was delivered successfully during the pandemic, remotely.

MHR



#### Customer:

Watford Borough Council and  
Three Rivers District Council



#### Number of employees:

Nearly 1800



#### Sector:

Local Government



#### Product supplied:

iTrent HR software and  
Fully Managed Payroll service

## About Watford Borough Council and Three Rivers District Council

Watford Borough Council, formed in 1922 and Three Rivers District Council, formed in 1974, (WBC and TRDC) employ nearly 1800 people across several sites, including some working from home.

With WBC and TRDC's existing contract for a fully managed payroll service expiring in March 2021, they went out to tender in early 2020 for the re-provision of an HR and payroll system. Rather than simply looking to replace their legacy service, WBC and TRDC decided to re-think their requirements. They were looking for a modern integrated HR and payroll system.

## The aim of the project

The key objectives to address in the new system were reducing costs and onerous checking processes, improve reporting capabilities, achieve time savings and gain increased efficiencies. WBC and TRDC needed a solution capable of supporting the councils as they navigated a period of significant change with a flexible, agile workforce. Fully functional self-service was also a must. And it had to be user friendly.

WBC and TRDC wanted a modern, integrated HR and payroll system, year on year savings (against their previous system), an intuitive web-based interface and significantly reduce admin time. Other requirements included manager and employee self-service. It needed to be scalable.



“We have a fabulous working relationship with MHR. The system itself is intuitive and very easy to use. We’ve seen a positive impact on payroll accuracy. I am impressed all around.”

**Rupal Thakkar**

Watford Borough Council and  
Three Rivers District Council

## Challenge

The tender process complete, implementation started in September 2020 with go-live set for April 2021. Six months is a tight enough timeline for a project of this scale in any circumstances, but during a pandemic and compounded by the project being delivered remotely, the pressure was on.

Adding to that challenge, WBC hadn’t received data from their previous provider which had to be loaded into iTrent. “We’d been used to checking every single payslip to identify changes and errors. We wanted to move away from that and just do spot checks.” Rupal said.

## Solution

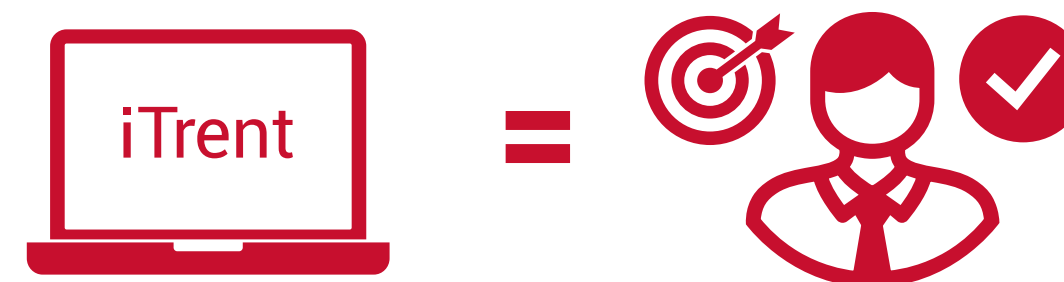
In the midst of the pandemic, while many organisations put projects on hold, WBC and TRDC forged ahead. Working remotely, iTrent HR with a fully managed payroll service was successfully implemented, on time.

“That this went through with people working remotely is testament to the collaboration and determination of Watford and MHR. Throughout implementation the RAG (red, amber, green) status remained on green. We’ve got the system we wanted.” Rupal said.

The functionality in the implementation includes case management, talent management, check-ins, succession planning and chatbot, performance management with lifecycles, objectives and reviews, as well as insight builder and payroll. WBC and TRDC got the system they wanted.

## Results and benefits

They’ve found iTrent very easy to use and are impressed by the modules on offer. Compared to their legacy system, iTrent is much more configurable to their needs. The level of accuracy, reporting capabilities, enhanced and real time management information and a more intuitive reporting functionality – have also been a hit. Better data and access to information when needed, in a format they need is helping managers make informed decisions. Reporting from a single source is supporting the quick and reliable dissemination of information.



iTrent is much more suitable for WBC and TRDC’s needs now, and into the future as they navigate significant change. Increased accuracy has given the team peace of mind. New reporting functionality is helping the team make more informed decisions.



iTrent was successfully implemented quickly (and remotely) during the pandemic.



Employees are pleased with how intuitive and easy-to-use it is.



iTrent is a modern integrated HR and payroll system.

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