"We all saw an improvement within the first week."

iTrent Document Manager has immediate impact on the HR Department at University of Huddersfield.

Customer:
University of Huddersfield

Number of employees:
2200+

Sector:
Higher Education

Solution supplied:
iTrent, with iTrent Document Manager

About University of Huddersfield

A former Times Higher Education University of the Year, University of Huddersfield was established in 1992 when several polytechnics converted to universities.

They are a long-standing iTrent customer, employing around 2200 permanent staff and pay around another 700 people each month – casuals, sessional teachers and guest lecturers.

As they ease out of the restriction imposed because of Covid they expect employees to be on site around 60% of the time in 2022.

What they wanted

As business processes matured at the University of Huddersfield, they looked to integrating MHR's HR and payroll platform, iTrent, which they have used since 2013.

"I like iTrent... it's a good solution," said Stuart Preston, Head of Reward and Information Systems.

A successful integration with Document Manager would streamline HR procedures and gain major efficiencies. They wanted: 1) A system that meant they could say goodbye to piles of paperwork and time-consuming, onerous processes. 2) Self-service and easy, ready access to historical data and information.

> "We went with Document Manager... it looked like the best system. But we went for it largely for the way it would integrate with iTrent."

Stuart Preston
Head of Reward and Information Systems
University of Huddersfield

Results and benefits

The integration has generated significant time savings. HR team members can now focus on more strategic tasks. Secure, easier control of documents has been a major benefit – no more multiple copies of documents floating around. The email function, flexibility around creating subsections, indexes and mapping have proved popular as well as improving efficiencies. Self-service functionality has impacted positively on KPIs where cost per transaction is measured. They've also gained a truer picture of employee absences. Office space has been freed-up.

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Challenge

University of Huddersfield wanted to:

- Transition to a digital environment for all HR and payroll documentation

- Store information and records securely and avoid risks associated with physically handling and transferring sensitive employee information

- Free-up employee time and physical space

- Work out how to categorise the employee information they hold

- Increase ease and speed of operational processes

- Look to enhance recruitment and onboarding processes

- Monitor absence more effectively

iTrent Document Manager — Simplicity and ease of use

"People will say that the one thing about iTrent Document Manager is that nearly all our staff... even the people who are maybe not quite as computer literate and don't like change... they all really like the way it works. It's a simple product to use. It's so easy to find stuff." – Stuart Preston.

Solution

Integrating iTrent with Document Manager would save time and add layers of security to the university's management of sensitive documentation.

Self-service functionality was a key requirement. The integration "went really well" according to Stuart Preston.

Huddersfield now has a system they're confident meets compliance, data protection and GDPR regulations. Since the integration, concerns around data have been minimal.

"In terms of what it delivers it is really good and it's certainly delivered benefits to us." – Stuart Preston

With thousands of people working for 10 years+ their paper files ran to hundreds of pages. They're all digital now.

Historic data and information is now much easier to access.

User satisfaction of self-service stands at 86%.