"Major time savings and efficiencies as a result of the integration."

iTrent Document Manager reaps multiple benefits for Queen's University Belfast

Customer:
Queen's University Belfast (QUB)

Number of employees:
4,300

Sector:
Higher Education

Solution supplied:
HR, Payroll and Finance
Specifically:
iTrent, with iTrent Document Manager
Planning Analytics

About Queen's University Belfast

Founded in 1845, Queen's University Belfast is a member of the Russell Group of universities. Spread over 200 buildings and with around 300 degree programmes, research at the university includes cancer, sustainability, creative writing, sonic arts, wireless technology and pharmaceuticals.

The university employs around 4,300 people as well as contracting an additional 6,500 as part of their extended workforce.

Queen's University Belfast and MHR enjoy a longstanding, open and trusting relationship – Queen's University Belfast having been a customer since the early 1990s.

What they were looking for

The team at Queen's University Belfast were already utilising the benefits of iTrent, however they were looking to reduce paperwork, paper trails and the number of duplicate copies of documents being moved around the organisation.

They wanted to streamline processes, provide easy digital access to documentation while cutting out the risks associated with a hard copy document environment.

Results and benefits

The Document Manager integration has proved beneficial on several levels, including significantly reduced processing time of the HESA Return as well as being a key driver in instilling a digitisation culture at Queen's.

There have been significant savings across payroll and HR as well as increased security. A quicker, streamlined approach has resulted in improved data quality. As well as being more prepared for audits, the Queen's University Belfast team can now create individual reports through the dashboard.

Challenge

The university was looking for a solution that could:

- Help move to a fully digital environment for HR and finance
- Eradicate privacy and security risks when handling employee data
- Have an accurate audit trail
- Ensure GDPR and regulatory compliance
- Increase ease and speed of operational processes
- Reduce physical filing space
- Make time savings across different departments

"Document Manager meant we could easily find things with a couple of clicks."
– David Convery, Assistant Payroll Supervisor.

When the pandemic hit and staff transitioned to remote working, Queen's University Belfast had to get operational very quickly – and with a steep learning curve at times.

The pandemic would have presented Queen's with some major management and logistical problems if it hadn't been for the integration.

Solution

The Document Manager iTrent integration delivered significant efficiencies to the university and proved highly beneficial during the lockdown.

It's used by payroll, HR and right across Queen's. Interview panel members can access candidate applications, management accountants use it as a reference point as well as the Salaries and Pensions teams. Diversity and Inclusion are big users of data collected.

Additionally, Queen's has developed its own bespoke business apps which draw on information in iTrent Document Manager to support complex processes behind academic promotions.

The Document Manager integration has increased security and accuracy of data held.

Supported the development and usage of the university's own business apps.

Saved significant amounts of time and money across payroll and HR.