

“We work as a team. We have a shared objective.”

Severn Trent on their 20-year+ relationship with MHR.

MHR



**Customer:**  
Severn Trent



**Number of employees:**  
7000+ (4500 operational field-based)



**Sector:**  
Utilities



**Solution supplied:**  
iTrent Managed Payroll Service

## About Severn Trent

An MHR customer for over 20 years, Severn Trent services around 4.6M households and businesses. They supply 2bn litres of drinking water and treat 3.1bn litres of wastewater every day. Operations stretch from mid-Wales to the East Midlands and from the Bristol Channel to Scunthorpe in the north.

While the pandemic forced some operational changes, Severn Trent carried on with business pretty much as usual. They had to.

“We had to adapt quickly. You can’t just stop water or dealing with waste.” – Joe Carter, HR Manager, Severn Trent.

## What they were looking for

Severn Trent wanted to ensure they could continue to pay their extensive workforce accurately, and on time. Something that became even more important during the pandemic.

Their objective was to have a robust, reliable and efficient service – something that was easy to manage while ensuring payroll accuracy.

MHR’s reputation as market leaders in HR and payroll software, coupled with a flexible pricing structure was the initial attraction for Severn Trent in 2001. They became customers and a solid, trusting relationship began to evolve. “They’re always there when we need them.” – Joe Carter.

“We don’t want to stand still. MHR can help us deliver our strategic aims.”

**Joe Carter**  
HR Manager  
Severn Trent

## Results and benefits

A hosted customer with iTrent Managed Payroll service, Severn Trent has worked closely with MHR to ensure payroll is delivered accurately, on time, every time.

MHR’s service and support has evolved with software developments benefitting Severn Trent Water through updates to payroll processes.

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## Challenge

Severn Trent wanted:

- Accurate and timely payroll delivery across their workforce
- Increased flexibility and a customisable approach to suit their requirements
- Full integration with their ERP provider, SAP
- Collaborative relationship and long-term support from a market-leading supplier
- A trusted solution and value for money
- Increased ease and speed of operational processes

“We see MHR as an extension of our HR team.” – Joe Carter.



### Payroll delivered accurately and on time

A hosted customer with outsourced payroll, Severn Trent has worked closely with MHR to ensure payroll is delivered accurately, on time, every time.

MHR’s service and support has evolved with software developments benefitting Severn Trent through updates to payroll processes.

## Solution

Feedback from Severn Trent’s employees continues to be positive:

Their HR and payroll teams find iTrent easy to use. They think the functionality is good and they can obtain required information easily and quickly.

Employee access to their payslips via self-service has been both popular across the 7000-strong employee base and saved time around potential queries.

“Severn Trent and MHR work as one. We’ve got a great relationship.” – Joe Carter.



Long-term customer.



“We receive a great service from MHR.”  
– Joe Carter.



7000+ employees paid accurately, and on time.