User experience and engagement

Engaged employees are happier, more productive, and more likely to stay with your organisation. They approach their work with more creativity, energy, and innovation, striving to find better ways of working.

Yet despite the clear link between employee engagement and business success, research by Forrester has revealed that only 30% of employees are truly engaged, 52% are not engaged, and 18% are actively disengaged with their work, illustrating that many organisations still have a long way to go.

Employee engagement initiatives are a great way to get started, but to maximise success, it is important that you underpin your efforts with the right technology.

Our iTrent software is designed to support modern working practices, with a focus on engagement and strong manager-employee relationships.

User experience and engagement modules include:

- Onboarding
- Employee Self Service
- Manager Self Service
- Chatbot
- Survey Builder
- Accessibility
- Talent Check-ins

iTrent

By unlocking the full potential of iTrent, you can:

- Cultivate empowerment and engagement within your workforce – nurture happier employees and better relationships between managers and employees

- Benefit from a truly integrated system – our iTrent modules are designed to complement one another, and provide the flexibility you need to achieve your business goals and engage your employees

- Combine our technological know-how with your company culture – together we'll build an effective and successful way of working

- Enjoy using software that has user experience (UX) at its heart – this ensures that our products are straightforward and rewarding to use

- Expect engagement at every level of the organisation – iTrent is designed to place engagement at the forefront of your work culture

- Engage new employees from the beginning giving them the best first start in your organisation

- Let your employees take charge of their own personal details, book holidays and request training – all through a handy self-service portal, accessible anywhere, anytime

Benefits

- Save time and administration costs

- Improve data accuracy and reducing HR admin time by encouraging your employees take charge of their own personal details

- Built to withstand the most severe security challenges, helping you manage risk and protect data

- Cultivate empowerment and engagement within your workforce

- Increase employee retention rates

Read about how global fashion brand, Misguided delivered an improved employee experience with iTrent

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Features

Employee Self Service

- Quick links for easy access to key functions, such as holiday requests or payslips and external pages, such as HR policies and procedures One local authority with 8000 employees saved £40,000 pa by deploying self-service holiday booking

- Payslips can be accessed, printed or downloaded anytime

- A fully configurable online form for managing timesheets and expenses

- Highlight important company news and messages on the homepage

- Peer group functionality shows holiday bookings for whole teams

- User preferences allow employees to personalise their self-service experience

- A calendar to give quick insights to the employees' events on a given day, as well as providing an action button to allow new events to be added

- When used in conjunction with the Rostering module, employees can see vacant roster shifts in ESS and assign themselves to a shift

Manager Self Service

- Managers have access to configurable personal information and position-related information

- All employee requests are routed to managers for approval, including holidays, training, timesheets, expenses, performance reviews, PDPs and learning evaluations

- Absence calendar provides full absence management in a single view

Chatbot

- Employees can perform a variety of HR requests – including booking holidays, scanning expense receipts, checking their holiday balance and next pay date

- Like texting a friend – our chatbot responds intuitively to language, making interactions as simple, easy and engaging as messaging a friend

- No need to wait – available 24/7, it instantly reads and logs photos, turning expense receipts into data at lightning speed

See how Chatbot has helped Stonewater be more efficient and connect their mobile workforce

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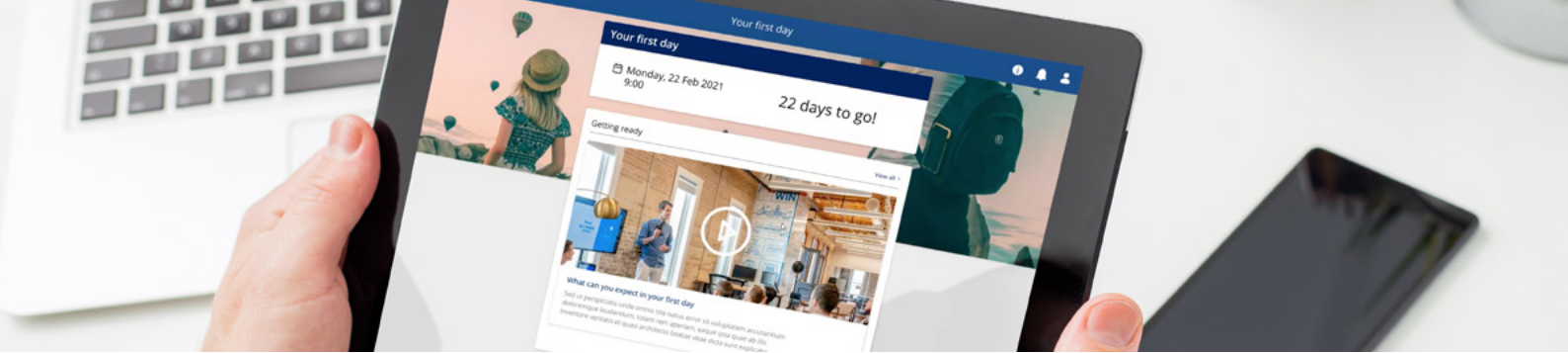
Talent check-ins

- Real-time feedback – regular check-ins give employees the opportunity to discuss progress and receive feedback as and when they need it

- A proactive approach – means staff issues are nipped in the bud, rather than being left to fester over time

- The best of both worlds – this module nicely complements the more traditional approach of annual appraisals

- Strengthen the bond – build strong relationships between managers and employees through regular check-ins

- Better managers – check-ins provide managers with clear insights into the wellbeing and performance of their team, making them better managers in the process

Onboarding

- Employees update all their personal details prior to their start date, saving your HR admin team valuable time

- A checklist ensures all essential tasks are performed, making sure everything is in place for their start date, keeping you compliant

- Onboarding functionality is also available in our chatbot, providing answers to questions they may have and allowing them to update key data

- Configurable to show new hires a welcome message and videos countdown to start your first day and get to know us pages, and a task checklist, engaging them from the start

- Both managers and new recruits are handheld through every step of the onboarding journey, ensuring nothing is missed

- The onboarding portal carries the same look and feel as employee self-service, giving employees a seamless, consistent experience

A crucial piece of the jigsaw

iTrent is a modular platform so it is the right fit for your organisation now and you have the confidence that it can support your business as it grows or as your needs change.

iTrent is complemented by MHR's broader service portfolio including access to consulting support through our Digitalisation Consultancy.

Implementation Services, and MHR Academy to support your change management initiatives. Our Managed Services: Payroll and Pension Data Services can complement and add value to your HR and finance teams.

BOOK A DEMO >

Discover more

[Payroll and Absence](#) | [Talent and Learning](#) | [Workforce Management](#)
[HR Managment](#) | [Security and Compliance](#) | [Analytics](#)

Ready to make the complex simple?
For more on how you can streamline and transform your HR and payroll processes, including an iTrent demo, just get in touch.

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