

# Boosting workforce management through automation



Whether your workforce is fully mature, or you are rapidly expanding, managing your people can be a real challenge, especially as traditional rota patterns are changing and more flexible, home and hybrid working is coming into place.

MHR's iTrent covers every area of workforce management, and offers solutions for all the problems businesses like yours face each day. It automates manual time and attendance tasks particularly to support complex working patterns and practices.

Our payroll research report shows that 91% of businesses made payroll errors within the last 12 months. If you're using an outdated or manual process for time and attendance, it leaves you exposed to the risk of inaccurate timekeeping and time fraud.

## **iTrent's workforce management modules include:**

- Rostering
- Time and Attendance including:  
Time off in Lieu (TOIL) and flexi time
- Time and Attendance Chatbot
- Absence Management
- Grosvenor Workforce Management  
Clocks and Terminals



## Solving your workforce management challenges

### iTrent's workforce management solutions enable you to:

- Track time and attendance - Manage all types of employees regardless of working patterns or employment contract
- Improve employee absence handling – Manage your workforce with real-time clocking integration and digital absence management functionality
- Minimise your HR admin - Manage workforce costs and automate tedious administrative tasks
- Streamline pay calculations - Accurately predict the cost of staffing individual shifts or rosters
- Simplify clocking-in and out - Provide employees with the ability to clock-in and out wherever they are with data that flows directly to payroll
- Make informed decisions relating to safety, security, and effectiveness of their workforce

### Your ongoing business benefits

- Reduce costs associated with inaccurate time records through a digital solution that delivers real time data capture
- Improve your organisations efficiency and employee productivity and retention
- Reduce the administrative burden and time-consuming manual processes while ensuring your employees are paid for the hours they've worked accurately
- Build resilience and mitigate growing concerns over time theft in the workplace

# Features

## Rostering

- Identifies the qualifications or skills required for projects or job roles and schedule and allocate not only shifts, but also individual tasks
- Features an interactive calendar and text-based maintenance form to allow advance planning, as well as last minute roster changes for things like unexpected absences
- The staff allocation form helps to identify the ideal candidate by listing available staff and if they are suitable by contractual hours, work patterns, salary, existing roster bookings, planned absences, skills and location
- Record staff break times to manage coverage and produce listing for distribution
- Integration with iTrent absence management ensures that information on staff availability is always up to date
- Identify and manage overtime, which updates iTrent's payroll module through an automated process and can be added automatically on the system as time in lieu and accrued holiday
- Accurately predict the cost of staffing individual shifts or rosters. Flexible cost calculation can handle most scenarios (including several TUPE agreements in the same roster group and unpaid breaks)
- Calculate statutory sick pay for staff on irregular working patterns, based on their work pattern across all rosters
- Managers can publish vacant roster shifts to Employee Self Service, for employees to assign themselves to, giving employees control over their own work schedule

## Time and attendance chatbot

- Chatbot can bring together all elements of rostering, including holidays, TOIL and flexi-time, for which it can process requests then send them to the relevant manager for approval
- Like texting a friend – Our chatbot responds intuitively to language, making interactions as simple, easy and engaging as messaging a friend
- Removes the need for manual input and paper processes; optimising iTrent for future use and working efficiently today

## Absence management

- Gain insights into the causes of absence and the cost to your organisation, helping you find proactive solutions
- Save time and achieve greater accuracy by automating processes, and make extra savings by devolving absence management to both manager self-service and employee self-service
- Absence calendar provides full absence management in a single view
- Reduced average employee absence from 14.3 to 7.2 days per year and saved over £400,000 (Local authority 9,000 employees)

[Read our HR advice on sickness and absence](#)

## Time off in Lieu (TOIL)

- Allows you to automatically pay TOIL if unused, or when an employee leaves, based on your configured rules
- Self-service displays history and real time balance of time accrued
- The rules of which actions require authorisation or which are automatically authorised are configurable
- An unlimited number of TOIL schemes and configurable time blocks
- Managers will have visibility of employees TOIL and balances with the ability to input adjustments



## Flexi time

- Unlimited number of flexi schemes, each with configurable rules
- Options include the definition of a flexi period, core hours, the number of flexi days that can be taken in a flexi period and triggers if a minimum or maximum balance is exceeded
- A flexi scheme can be attached as a Terms & Condition (T&C), giving the ability for different roles to have different rules
- The recording of hours and booking of flexi leave will be captured manually via Employee Self-Serve (ESS) or using a clock in/out feature within our chatbot
- The working time of each day will be recorded, providing a real time balance
- Configurable rules for example, actions that require authorisation or automatically authorised

## 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.

## Discover more

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

## Grosvenor Workforce management clocks and terminals

- Real time integration between Grosvenor's terminals and iTrent, enables employees to clock in/out using a Grosvenor terminal which sends the data directly to iTrent's Flexitime or Paid Time modules
- The hardware has longevity designed in industrial grade componentry, a modular build approach. Plus a philosophy of sustainability means long product life cycles and low lifetime costs
- Range of staff ID options including key fob, fingerprint, RFID card and facial recognition

[To find out more, read our Clocking guide](#)

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



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.

[info@mhrglobal.com](mailto:info@mhrglobal.com) | [mhrglobal.com](http://mhrglobal.com) | 0115 945 6000

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