

“MHR understands the complexities of local authorities.”

Consolidation project expertly delivered on time, remotely.

MHR



**Customer:**  
Rochdale Borough Council



**Number of employees:**  
7000



**Sector:**  
Local government



**Solution supplied:**  
iTrent HR and Payroll, Pensions Data Services

## About Rochdale Borough Council

Rochdale Borough Council is one of ten in Greater Manchester. It provides local government services to a diverse population of around 224,00 people.

The council was founded in 1974 and has been an MHR customer since 2006.

## Meeting changing requirements

Rochdale Borough Council was operating five databases covering different areas of the organisation. The team at Rochdale wanted to merge and streamline these databases to gain efficiencies, avoid repetitive tasks and free-up employees to work on other projects. They also wanted to move to a cloud-hosted solution.

In the future? They're looking to introduce more automation into payroll services to deliver greater efficiencies.

“We took the all-inclusive, fully supported option and it was absolutely value for money.”

**Ann Ridyard**

Strategic Lead, HR/Pay Operations,  
Legal, Governance and Workforce  
Rochdale Borough Council

## Challenge

Rochdale Borough Council wanted to merge five databases into one. They faced challenges in several areas:

- Performance – the main database held 6400 records, the others a combined 2500 records. It wasn't a cost-effective or efficient way to operate
- Reliance on in-house IT resources
- The project wasn't just about merging the databases, but also thinking about what would work best in the future; what would deliver long-term value

## Solution

Rochdale Borough Council undertook a scoping exercise with MHR, resulting in three varied, differently priced options tendered. They decided to go with the most comprehensive solution which included full MHR support.

The first stage of the project was to move the main database – the council and schools, into the cloud. The next stage was to bring the four remaining, smaller databases into the main one already hosted by MHR. The second phase was “more a case of data migration” as opposed to “lift and shift”. The project was delivered on time in November 2021.

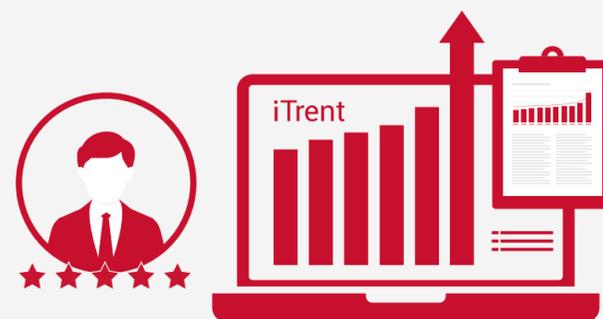
“MHR understands and contributes to the bigger picture.”  
– Ann Ridyard.

## Results and benefits

The team at Rochdale say the project has delivered real value for money. They're now doing things once instead of five times. There have been quick wins around third party payments and tax codes being automatically downloaded from HMRC. More system “up time”. And they're no longer reliant on internal IT who have been freed up to work on other tasks. Everything is easier now for system users – they don't have to remember passwords, all organisations are listed and there's single sign-on. Repetitive tasks have been reduced.

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“Performance has significantly improved. Reports can be run during the day without impacting anybody.” – Claire Renner, HR Information and Systems Development Manager.



“We delivered a significant piece of work on time.” – Ann Ridyard.



Working with MHR was a “real team effort” according to Ann Ridyard.



“The MHR consultants we've dealt with are very knowledgeable. They give good advice on the best way to do things.”  
– Claire Renner.