

“I CAN SEE ALL THE INFORMATION I NEED IN ONE PLACE”

iTRENT PROVIDES DETAILED INFORMATION AND DATA TO SENIOR MANAGEMENT

**Customer:**

Midland Heart

**Number of employees:**

1200

**Sector:**

Charity

**Solution supplied:**

iTrent



MHR

ABOUT MIDLAND HEART

Midland Heart has been providing social housing across Central England since the 1920s. More than 70,000 people across 55 local authorities live in their 34,000 homes. The organisation's work is supported by more than 140 suppliers. Around two thirds of Midland Heart's 1200 employees are based in the West Midlands.

Following a significant structural business change, Midland Heart was looking for a new payroll and HR system. They became an MHR customer in 2020 and went live with iTrent in mid-2021.

WHAT THEY WERE LOOKING FOR

Midland Heart's previous system and the future roadmap did not align with the future needs of the team. The implementation pre-dated the current team and there were legacy issues around system configuration.

In changing providers, they wanted a pragmatic and flexible working relationship – one that would enable them to influence the future shape of the product.

Midland Heart wanted to move from two separate systems to one consolidated, integrated system – one that would house easily accessible data in one location, deliver an accurate 360 view of colleagues, end users, managers and the HR team.



**“I ALWAYS FOUND MHR
TO BE RESPONSIVE
WHENEVER WE HAD
AN ISSUE THAT NEEDED
TO BE RESOLVED AND
MOVE US FORWARD.”**

BALJINDER KANG

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SOLUTION

Working closely, Midland Heart and MHR adopted a hybrid project management approach. A collaborative working relationship ensued. Weekly conversations at senior levels made sure outstanding issues in the implementation were resolved efficiently.

Headcount in the teams had already been reduced in advance of the project commencing – in line with the broader structural business change.

Primary objectives such as employees being paid accurately and on time, the streamlining of processes, saving time and improving efficiencies were realised soon after implementation.

With the system embedded – an intuitive self-service HR system – the next stage is to use data insights to drive further improved business performance.

**“OUR AIM WAS TO KEEP IT
SIMPLE AND OUT OF THE BOX.
WE WANTED SOMETHING THAT
WOULD LAST THE TEST OF TIME.”**

MIKE SUTTON

DIRECTOR OF HR OPERATIONS

RESULTS AND BENEFITS

- All information stored and viewed in one place
- Users like the intuitiveness of the system
- People managers get a view of their entire team
- More efficient processing and management of people data
- Leaner ways of working
- System accessible from multiple devices
- Big reduction in paper records and spreadsheets and no double-keying of data
- Reduced manual workarounds when transferring data
- Integrations to key suppliers working well
- Very few queries on how to use the system
- Future systems roadmap is very positive.



Efficiencies improved by
reducing manual processes



One consolidated, integrated system
replaced separate, disparate, dated systems



Transition from previous
systems went smoothly