

“OUR PAYROLL ERROR RATE HAS DIMINISHED SIGNIFICANTLY.”

HR AND PAYROLL SOLUTION REDUCES ADMIN, FACILITATES CHANGE

MHR



Customer:
Praxis Care



Number of employees:
1800



Sector:
Charities and Not-For-Profit



Products supplied:
iTrent with HR and Payroll, including:
Recruitment, Business Objects,
Self-Service and more

ABOUT PRAXIS CARE

Praxis Care was founded in 1981 as a befriending service for people with mental ill health experiencing isolation. The organisation became a registered charity in 1984.

Praxis supports more than 1500 people in 80 locations with mental ill health, learning disabilities, autism and dementia. The Praxis team is expert at working with individuals with complex needs facing challenges to community living. They aim to be supporting 3000 people by 2025.

Praxis Care, an MHR customer since 2018, has services in Northern Ireland, England, Republic of Ireland and the Isle of Man.



WHAT THEY WERE LOOKING FOR

Praxis Care had been using an HR system and three payroll systems to meet different needs in the UK, Isle of Man and Republic of Ireland. They had experienced significant payroll issues in terms of controls and under and overpayments.

Their primary driver was to amalgamate the three payroll systems and deliver significantly improved accuracy. The payroll system would need to be fully integrated with HR and deliver efficiencies across recruitment and general HR processes. With hiring around 600 new employees each year, reducing “really labour-intensive manual recruitment processes” was a priority. Streamlining HR would save Praxis a lot of time while freeing people up to work on higher level projects and tasks.

“IT (iTRENT) HAS MODERNISED THE WHOLE WAY THE ORGANISATION HANDLES PEOPLE DATA.”

AIDAN DALY
DIRECTOR OF HR AND L&D
PRAXIS CARE

SOLUTION

Praxis Care chose iTrent largely because of its “breadth of modules” and end-to-end functionality. Compared to other systems they considered, iTrent was the most comprehensive.

Praxis Care had never implemented a project of this kind of scale before but had a very clear road map of what the implementation would look like. A fully integrated, end-to-end HR and payroll system would deliver significant benefits.

Having identified a quick win, that road map was adjusted slightly with Recruitment being implemented earlier than anticipated, followed by core HR and Payroll with Managed Services.

“We recognised that Managed Services Payroll would be good value for money, making sure our payroll was accurate.” – Aidan Daly. It realised immediate improvements – fixing the problem they’d previously had with under and overpayments.

HR functionality including Recruitment and Self-Service was then implemented along with Business Objects. Praxis Care will also be rolling out Onboarding, Performance Management and Wagestream, with E-Signatures, Broadbean and CV Parsing also slated for consideration.

“COMPARED TO OTHER SYSTEMS iTRENT IS MUCH MORE USER-FRIENDLY, MORE INTUITIVE AND IT JUST WORKS”

AIDAN DALY

RESULTS AND BENEFITS

The staged implementation of iTrent at Praxis Care delivered some quick wins as well as helping them set a longer term strategic course to streamline processes and increase efficiencies:

- One payroll system replaced three different ones
- Integrated HR modules
- Significantly reduced paperwork
- Recruitment process improved – manual work reduced
- Self-service function popular and a time saver
- Tightened-up processes around GDPR
- Quicker processing of expenses claims
- Reduced reliance on spreadsheets
- Intuitive – employees find it easy to navigate around the system
- Employee time freed-up to work on higher level tasks



Improved payroll accuracy



Payroll team reduced from six to three people