

“(iTRENT)
ANSWERS THE
QUESTION
WITHOUT IT
HAVING TO
BE ASKED.”

HR AND PAYROLL SOLUTION THE IDEAL
FIT FOR SUEZ



Customer:
SUEZ recycling and recovery UK



Number of employees:
Over 5500



Sector:
COM – Misc Services



Products supplied:
iTrent HR and Payroll



ABOUT SUEZ

SUEZ recycling and recovery UK employs over 5,500 people across 300 sites. They provide recycling, recovery and waste management services for local authorities and private businesses, as well as composting, sorting of materials, and energy creation from previous landfill-headed waste.

SUEZ has been an MHR customer since 2018.



WHAT THEY WERE LOOKING FOR

With HR and payroll dependent on spreadsheets and manual data inputting, SUEZ was looking for an automated, integrated HR and payroll solution which would ensure employees were paid accurately and on time, regardless of location, pay scale, overtime and on-call payment complexities.

At the same time, they were looking for a better way to communicate company news to their operational workforce – a need which became more compelling during the 2020 lockdowns.

With a large and disparate employee base, an obvious challenge was providing HR and payroll services to 3500 mobile operatives spread across the UK.

“iTRENT’S CONFIGURABILITY AND FLEXIBILITY ARE EXCELLENT. IT REFLECTS OUR OWN NO-WASTE, SUSTAINABLE APPROACH.”

RICHARD LOFTUS

HR SYSTEMS MANAGER

SUEZ recycling and recovery UK

SOLUTION

An experienced iTrent user, Richard Loftus worked on developing it to be more efficient for SUEZ after he joined in 2018.

The fully integrated HR and payroll solution offered by iTrent perfectly suited SUEZ’s complex payroll needs – to pay employees on different pay grades at different sites, accurately. The introduction of iTrent also saw the move from printed to digital payslips and the end of a reliance on spreadsheets.

iTrent manages SUEZ’s 14 payrolls – a combination of monthly and weekly pays. By automating the system and empowering variable pay claims to be made, SUEZ immediately reduced the number of sites calculating payroll values locally.

Employee and manager self-service were essential requirements because of the company’s geographic spread and multi-operational sites. Secure access across their 300 sites provided SUEZ with the peace-of-mind they wanted maintaining legislative compliance.

iTrent has also greatly improved communication with their large operational workforce.

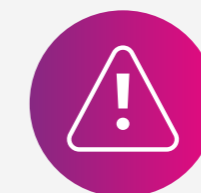
“THE iTRENT ASSIST SERVICE HAS PROVED INVALUABLE TO ENHANCE AND AUTOMATE OUR PROCESSING.”

RICHARD LOFTUS

RESULTS AND BENEFITS

The timing of the iTrent implementation was ideal for SUEZ in that improvements to communication channels and quality coincided with the pandemic. Additional benefits include:

- Substantial savings on printing and postage for paper payslips
- Less time generating and completing spreadsheets
- Reduction in the re-keying of data
- Employees get timely company news delivered to their devices
- Mobile access allows employees to access payslips and take ownership for claiming overtime
- All HR and payroll information in one accessible place
- Peace-of-mind around compliance



Reduced errors



Queries reduced from 4-5 a day to 0 after using iTrent for just three months



One day saved a month by reducing time spent printing and posting paper payslips