



“ WE NEEDED AN LMS AND WE NEEDED AN HR SYSTEM. WHAT'S BETTER THAN ONE THAT WE CAN COMBINE? ”

MHR'S LMS REDUCES PAPERWORK WHILE INCREASING BUY-IN



CUSTOMER
Retail Assist



SECTOR
Professional Services



NUMBER OF EMPLOYEES
136



PRODUCTS SUPPLIED
People First and MHR Learning Management System

ABOUT RETAIL ASSIST

Formed in 1999, Retail Assist provides managed IT services and software solutions to a diverse range of clients that includes Hobbycraft, Pizza Hut, Morrisons and Ted Baker.

TRISHA SPOTS AN OPPORTUNITY

“I didn't feel like the MHR team was telling me how the system had to be or how it had to look. They were guiding me instead. By the time it was done, it was exactly how I wanted it.” – Trisha Sheehan, Learning and Development Specialist

Trisha became a central part of the learning and development department in 2020, and was responsible for transitioning Retail Assist to a more remote approach to learning. With their focus on providing help desk support to brands.

Trisha spotted an opportunity when Retail Assist's contract with their previous LMS provider expired in February 2022.

At this time, Retail Assist was already using **People First** from MHR as an HR platform, but Trisha was delighted to see that the **MHR Learning Management System** could also be included as part of the package.

She recognised that combining these modules into one platform would save her time on tedious administrative tasks, while also ensuring she and the rest of the HR team could draw from a single source of data.

Unlike a lot of alternatives on the market, Trisha was particularly intrigued by how customisable the MHR Learning Management System was. She didn't feel like she was stuck with a generic brand, and she could customise things to her liking.

Once the decision was made, Trisha was introduced to some key members of the MHR account team who were able to guide her through the implementation of the system. Any issues she had were quickly dealt with, and so everything was up and running by October 2022, **just eight months after the old contract expired.**

TRANSFORMING RETAIL ASSIST'S APPROACH

Trisha selected a total of 70 pre-made learning modules to begin with but would go on to create more that were bespoke to Retail Assist's unique needs. Now they have 114 modules to offer. **The buy-in was excellent too, with 80% of these courses being regularly accessed.**

She noticed an immediate reduction in the amount of busy work she had to deal with. Her previous system had required her to log in and individually sign off on each access attempt. Now she can assign courses without having to keep constant watch on the login system.

Some employees were delighted with the self-led approach, signing on to as many courses as they could. This is where the **People First** integration came into its own.

Trisha was able to flag key compliance courses as essential for certain roles, pushing notifications directly to employees as a reminder. Likewise, she's able to create promotional material for **People First** announcing new courses, which always leads to a sudden uptick in engagement.

This is key for a smooth onboarding process for new hires. Since swapping, Trisha has spent half an hour less organising onboarding training for each new hire, so now she **saves up to a day of working time a month.**

She can track all of this data from a **centralised location** and share it easily with the broader HR team. This creates a more collaborative environment where employee development is being placed front and centre, creating a company culture where everyone feels engaged.

KEY BENEFITS

- **One day a month less** spent on administration freeing up time for high level strategising
- Constant updates mean the system is always cutting edge
- Large library of pre-made content saved time in getting the system up and running with core competencies
- Straightforward process to create new relevant content for the business
- Easy to personalise the whole system so it looks like a core part of Retail Assist, boosting buy in
- Easy for employees to request new content, supercharging their personal development



“ MHR LEARNING LOOKS SO MUCH MORE SLEEK THAN ANY OTHER SYSTEM ”

TRISHA SHEEHAN