



“ iTRENT SAVES US FIVE DAYS A MONTH IN ADMIN ALONE ”

iTrent’s TRUE POTENTIAL IS UNLEASHED FOR SCOTRAIL



CUSTOMER
ScotRail



SECTOR
Transport



NUMBER OF EMPLOYEES
5134



PRODUCTS SUPPLIED
iTrent

ABOUT SCOTRAIL

ScotRail returned to public ownership in April 2022 and provides rail services across Scotland. ScotRail runs depots, offices, and railway stations, with many different employment contract to consider, leading to complicated HR needs.

LYNN BRINGS A FRESH PERSPECTIVE

When Lynn Murphy joined ScotRail in 2018, she instantly spotted an area for improvement with their HR setup. The company had been using MHR’s iTrent since 2015, but many features were being neglected. It was effectively being used as a basic payroll system and it lacked ownership to get the most out of it.

This issue was leading to a lot of logistical headaches. **With over 5000 employees** to manage, there was a lot of paperwork circulating around, with a constant risk of critical forms going missing or data being inputted incorrectly.

UNCOVERING THE VALUE OF iTRENT

Lynn could see that there was real potential in iTrent that wasn’t being fully utilised. There was some initial resistance within the business, however, she kept pushing, and soon Lynn was able to make sure all of iTrent’s features were functioning and were getting used.

Lynn also knew that this wouldn’t be a shift she could sustain by herself, so Emma Hanley was brought in as an HR systems analyst. Emma had prior experience working with iTrent and was able to provide her insights and transform the system even further.

Lynn was also able to get additional support from MHR, and she saw lots of value in heading down to our offices in Nottingham to get personalised one-to-one training.

With all this in place, ScotRail was able to fully utilise the employee self-service features of iTrent. Lynn sent out surveys and found that the buy-in was incredibly high, with a lot of excellent feedback from across the organisation. Day-to-day HR tasks were completed much faster, and everyone got additional transparency on these tasks.

iTrent's GDPR compliance was a particularly useful feature, and this push ensured that ScotRail had everything accounted for and compliant.

In 2022, ScotRail was nationalised and iTrent was able to keep things consistent for the HR team. This enabled the transition from private sector to public sector to be as smooth as possible.

EMBRACING THE BENEFITS

Thanks to Lynn and Emma, ScotRail is now getting more beneficial use out of iTrent than they ever had before, using the powerful software to gain a range of benefits:

- Employee self-service offers game changing transparency and control over daily HR needs for all employees
- 5000 employees get a consistent experience, ensuring best practice is met and boosting engagement
- Significant reduction in manual paperwork improves experience for both HR and employees

“iTRENT GIVES US CLARITY OF LEAVE TAKEN...AS WELL AS AN AUDIT TRAIL OF THIS.”

LYNN MURPHY



REDUCES TIME SPENT ON ADMIN BY FIVE DAYS EVERY MONTH



SEAMLESS TRANSITION FOLLOWING MOVE TO PUBLIC SECTOR DESPITE OPERATIONAL CHANGES



EASE OF USE MAKES EMPLOYEES HAPPY TO ENGAGE WITH THE SYSTEM



“ I THINK IT LOOKS FRESH. I THINK IT LOOKS ENGAGING. I THINK IT'S EASY TO USE ”

LYNN MURPHY