



**“I WOULD RECOMMEND MHR TO ALL BUSINESSES LOOKING FOR A SUCCESSFUL HR & PAYROLL SOLUTION”**

**A WORKING RELATIONSHIP TWO DECADES IN THE MAKING**



**CUSTOMER**  
Sytner Group



**SECTOR**  
Retail



**NUMBER OF EMPLOYEES**  
Approx. 9500



**PRODUCTS SUPPLIED**  
iTrent

## ABOUT SYTNER

Sytner is the leading retailer of prestige cars in the UK, and one of the largest automotive retailers in Europe. They are consistently ranked as one of the best retailers to work for in the UK.

## THE START OF THE JOURNEY

**“I think as a customer, if you want to get the best out of any system, you need to work with your supplier and help development enhancements.”**  
- **Kerry Chambers, Head of Payroll, Sytner Group.**

Kerry joined Sytner 18 years ago, not long after they had implemented a previous version of iTrent. At that point, payrolls were being processed by each individual dealership, and so Kerry was responsible for centralising the whole process.

Kerry quickly recognised how critical getting to grips with the system would be. But beyond a simple mechanical understanding of the system, she knew that fostering a relationship with MHR would pay off in the future.

This started with attending regular seminars whenever they were offered, as well as introducing herself at conferences.

**“I was made to feel so welcome by MHR colleagues and representatives, a great foundation for building successful relationships.”**

From here Kerry was able to develop a core relationship that has remained strong and productive over the course of nearly two decades.

“Other Payroll and HR systems come with more ‘bells and whistles’, but with MHR you get a reliable product with great people working within the business.”

## THE SITUATION TODAY

“The system is extremely user friendly, I believe it can do what most businesses are looking for and more.”

Having worked with MHR and several variants of iTrent over the years, Kerry has a unique view on how the system has grown and developed. Today, iTrent forms the backbone for many of Sytner’s internal systems, as it provides a single source of accurate data from which their other systems can draw on.

Sytner runs 101 payrolls a month spread out over 10 distinct pay dates. Kerry states that is a painless process and ensures that every dealership in the Sytner Group can pay their employees accurately and on time.

In addition, Kerry has been able to keep up to date with the latest iTrent developments, picking and choosing which to add to Sytner’s package. All this without compromising on the reliability of the system.

December 2023 marked 20 years of MHR and Sytner working together.

“I think the fact that a customer like Sytner has used this system for 20 years without issue speaks volumes.”

## KEY BENEFITS

- 99.9% payroll accuracy
- Reduced payroll team churn rate due to reliable systems
- Centralised source of data for all payroll functions speeds up processes
- Strong working relationship between Kerry and MHR creates trust in the system
- System has been incredibly reliable over the course of 20 years of consistent use

“ IN TWO DECADES, I CAN COUNT THE NUMBER OF ISSUES WE’VE HAD ON ONE HAND, IT’S THAT RELIABLE. ”

KERRY CHAMBERS

“ iTRENT IS A SYSTEM THAT I LIVE AND BREATHE ”

KERRY CHAMBERS