



“ANYTHING
PEOPLE
RELATED,
YOU CHOOSE
PEOPLE FIRST!”

SARAH WARD, HEAD OF HR AT
MERIDIAN BUSINESS SUPPORT



CUSTOMER

Meridian Business Support



NUMBER OF EMPLOYEES

180



SECTOR

Professional Services



PRODUCTS SUPPLIED

People First

ABOUT MERIDIAN BUSINESS SUPPORT

Having spent 30 years in the recruitment industry, focusing on matching the best talent with industry-leading employers, Meridian Business Support strives for excellence, and places over 1200 permanent candidates a year.

FROM iTRENT TO PEOPLE FIRST

“iTrent is a fantastic system, and it's highly configurable.” - Sarah Ward, Head of HR at Meridian Business Support.

Shortly before Sarah joined the organisation in 2012, Meridian Business Support started using MHR's iTrent for their HR functions. This suited their requirements very well for many years, but Sarah noticed that they weren't getting the full value out of the system. While iTrent is incredibly versatile, it also required multiple people on the team to have the skills to use it, which became less practical over time. Though it was more effective than many other solutions on the market, Sarah felt that an alternative would help

support Meridian's growth.

Meridian has a central office in Manchester, but most of their employees are spread out across the country. They needed a solution that enabled employees to feel part of a community no matter where they were based, and that provided a consistent experience for in-office and remote workers.

“I had seen how HR systems have evolved,” said Sarah, “and they're much more engaging. We really wanted something that was a bit more accessible.”

As a result, Sarah chose to migrate to MHR's People First for a fresh approach to HR.

A SYSTEM THAT WORKS FOR MERIDIAN

“If you want a really good all-round system that’s easy to use, I would definitely recommend it.”

Meridian makes use of hybrid employment, where some employees work remotely when they need to. People First has been revolutionary for bringing these employees together and ensuring everyone gets a consistent experience. **“We’re a bit geographically diverse. Before People First, we never really had a means of building communities, but we want to use it to bring people together more.”**

There’s now no need to bring people into the office to access general HR services. The People First app has been exceptionally popular. It allows people to check things out quickly without needing to log into their work laptops. **“The best feature for our team is the holiday breakdown,”** said Sarah.

“I love it. It’s brilliant for people, because we used to get queries all the time. Now we don’t have to worry.”

Various HR functions have been made much easier, with the entire team able to bring different processes together. This makes engaging with the system a lot less cumbersome, which in turn encourages employees to actually use it. With People First, there is one central point of access, and no need to go hunting for the right solution for each function.

“I would wholeheartedly recommend People First. It’s such a brilliant system that covers so much from an HR point of view. You’ve got everything from the recruitment side, to learning and development, to communities, which we just love.”

KEY BENEFITS

- £8500 saved per annum by bringing performance reviews into one platform
- Stronger employee buy-in thanks to accessible, social media inspired design
- Improved reporting for the learning and development (L&D) department
- Day-to-day processes made significantly simpler, without needing significant skills or understanding in the team



“ I WOULD WHOLEHEARTEDLY RECOMMEND PEOPLE FIRST. IT’S BRILLIANT. ”

SARAH WARD, HEAD OF HR AT MERIDIAN BUSINESS SUPPORT