



“People First really brings everyone together, fostering better communication and collaboration across the group.”

Tracey Harvey,  
Marriott Motor Group



**Customer**  
Marriott Motor Group



**Sector**  
Retail



**Number of employees**  
400



**Products supplied**  
People First Migration,  
Managed Services

## About Marriott Motor Group

Marriott Motor Group is an automotive group with over 100 years of experience selling prestigious car brands. Whilst the family-run group has grown to employ 400 dedicated individuals across the UK, ensuring a high standard of service in the automotive industry has still been at the heart of what they do.

## Opting for integrated

When Tracey joined Marriott Motor Group, they had a people system and separate payroll software that were both basic and did not speak to each other, which made things quite challenging! She quickly realised that an integrated solution was what they needed as a small HR team.

Tracey was not only excited by the vast capabilities and flexibility of iTrent but also, after meeting with several software providers, she was impressed by the

MHR team. She continued to be impressed by the excellent service she received from the offset.

“MHR stood out to us, the team was highly professional and demonstrated an in-depth knowledge of the product which gave us the confidence in their ability to meet our needs.”

As the 5-year iTrent contract was nearing the end, People First was introduced to Marriott Motor Group by their account manager and by a customer showcase. Whilst Tracey and her team loved iTrent, they are a smaller team of 400. As a result, they felt they were not using it to its true potential.

Tracey and her team attended MHR's People First showcase at the headquarters in Ruddington and were very keen to make the switch.

“People First took our eye from the exceptional employee engagement capacity and the easy-to-use interface”

## A seamless migration

The implementation process was incredibly simple. Key contributing factors to the success were an expert consultant who made the transition smooth and seamless and an account manager who guided the team through everything.

"The process was incredibly straightforward—one day, we simply turned it on, and everything was ready to go. There were no complicated steps or issues, we could just begin using the platform at once."

Tracey felt the adoption of People First 'took care of itself' due to it being an intuitive platform, her whole team could embrace it with ease as soon as it was implemented.

"Everything we had on our people platform wish list we now have with People First"

Tracey found People First offered an all-in-one solution because not only did it integrate HR and Payroll into a single package, but it also provided a replacement to legacy platforms with something seamless. People First simplified Marriott Motor Group's processes, offering everything in one place on one platform.

The Marriott Motor Group has always utilised MHR's Managed Payroll Service since first working with iTrent 6 years ago and continue to do so with People First.

Throughout that time, the service has increased Tracey's ROI; she identified that the constant support has reduced the administrative burden on her team and the tailored approach ensures issues are resolved at pace.

Tracey stressed that Managed Services are crucial due to the peace of mind they bring because of the on-demand advice, expert resources and a team that ensures everything runs smoothly.

## Key benefits

- A unified mobile-friendly function – facilitating open communication, real-time payroll, holiday booking, performance management, news, recruitment and much more
- Time savings – through all the required elements being in one locatable place
- Cost savings – The Finance Director found that consolidating platforms allowed for lower spending and better resource allocation of the budget
- Skills knowledge – the HR team has a stronger picture of what skills everyone has, so they can be in the right place at the right time

"People First ticked every item on our wishlist."

Tracey Harvey,  
Marriott Motor Group

