> **"MHR have provided us with a platform with one single source of data, which is absolutely perfect and critical for us as a business."**
>
> **Zena Hall,**
> University of South Wales HR and Systems Specialist

Customer
University of South Wales

Sector
Education

Number of employees
3500

Products supplied
MHR solution

About the University of South Wales

The University of South Wales is the 2nd largest University in Wales teaching over 25,000 students across Cardiff, Newport and Pontypridd. It was formed in 2013 following a merger that brought the University of Glamorgan and the University of Wales Newport together.

Building a foundation

Following the merger, the University had various payroll systems to manage. Some of the team were on legacy systems, and there was no self-service system for managers. This meant delivering consistent results was almost impossible. There was no guarantee that any given employee had the same information accessible in a system.

Likewise, all that disparate data was being held in multiple systems and managed by the IT department, making it incredibly hard to work with on a day-to-day basis. This led to confusion and inefficiencies.

Something had to change. MHR had the solution. After implementation, the University had one solution that contained all their information, using a service hosted by MHR for maximum security and operational smoothness.

Zena Hall, University of South Wales HR and Systems Specialist, said, "The employee experience is much better. Using the system they can login and book leave themselves, as well as training courses and managers are provided with notifications to authorise it. It's one place where people can go and simply book what they need to. They can see their data. It's accurate."

Building a relationship

One critical aspect of this is the close relationship between the University and MHR.

"We've been with the company for a long time," said Zena, "so we've built up those relationships over the years."

As a result of these close ties, the University of South Wales has been more involved behind the scenes, often being early adopters of new features to help test them. They also get involved with MHR's panel discussions to help guide the future direction of the product. That means they can get the functionality and processes they need to deliver exactly what the business needs.

Key benefits

- Employee self-service saves HR managers' time
- Data ownership is made clearer, and employees can access their own data
- University has been able to guide its direction through panels and early adoption

" For us, it's about the relationship between us, the customer and MHR. We have an amazing relationship."

Zena Hall,
South Wales HR and Systems Specialist