

MHR

# Making work flow for sustainable high performance

For organisations and the people working within them



The science behind  
a new world of work

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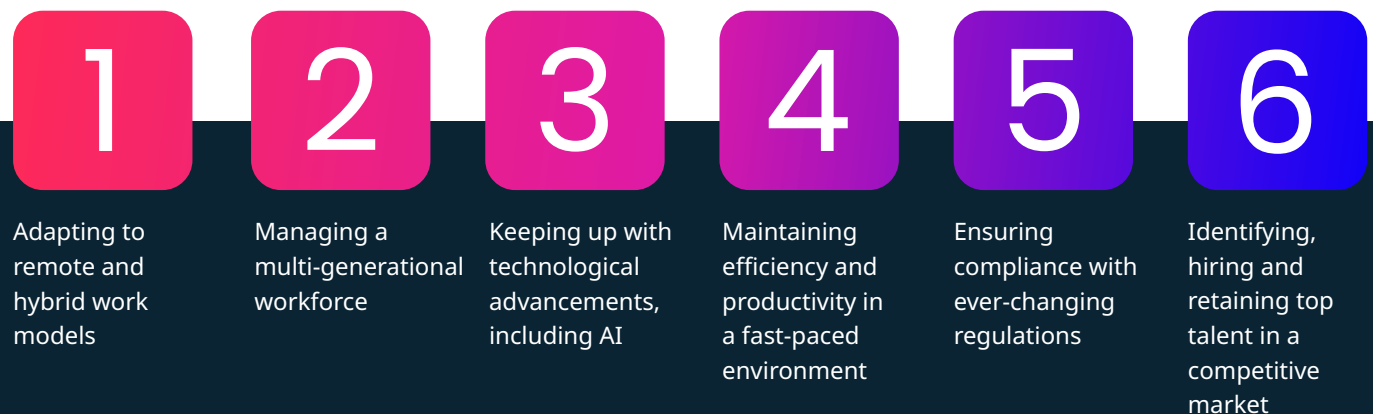
# Navigating a changing world of work

The rise of AI, hybrid working, and changing employee expectations are reshaping workplaces. These shifts bring challenges: maintaining productivity, keeping up with innovation, and supporting employee fulfilment.

To thrive, organisations must future-proof their operations with sustainable practices that support high performance for both teams and individuals. At MHR, we provide expertise to streamline processes and foster adaptable, resilient workplace cultures.

Public and private sector organisations face an evolving landscape influenced by technological advancements, new work models, and global competition. The goals may stay the same, but a fresh approach is needed to meet them. Our aim is to enable organisations to achieve sustainable high performance by making work flow.

## Addressing today's workplace challenges



At MHR, we understand these challenges intimately. For 40 years, we've been at the forefront of HR, payroll, and finance solutions, helping organisations like yours not just adapt, but thrive in this new world of work.

# The foundations of high performance organisations

High performing organisations are built on proven principles: a shared vision, clear goals, effective communication, and a commitment to growth. By creating alignment within teams, promoting transparent communication, and encouraging a culture of learning, organisations can foster what we call “organisational flow.” In this state, work happens seamlessly, people are engaged and motivated, and output is maximised.

Our solutions and services are designed to help organisations understand and embed these high performance principles, tailoring approaches to fit each unique sector. For employees, high performance is about producing impactful work, driven by clearly defined goals and the resources to achieve them.



# Who we are

We are a leading UK provider of HR, payroll, and finance software, transforming how organisations and employees work together. Our innovative people and finance platform ensures seamless workflows, supporting sustainable high performance.

As a family-owned British technology company, we're known for our stability, innovation, and customer-centric approach. With a team of over 900 employees, we integrate the latest technologies into our solutions, to help organisations stay competitive while improving employee experiences.



## Our objective

MHR is dedicated to reshaping how people work and interact. By making work flow, we enable sustainable high performance – for organisations and the people working within them.

Whether it's in HR, payroll or finance, our solutions streamline key processes, helping organisations maximise efficiency, reduce costs, and improve employee experiences.

# Our vision

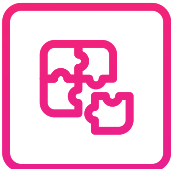
Our vision is to lead organisations on their transformative journey, defying conventional norms in global work practices. Join us to revolutionise the world of work.

## The MHR difference: why choose us?



### **Unrivalled experience:**

With 40 years in the industry, we've seen it all and solved it all. Our solutions are built on decades of expertise and innovation



### **Integrated solutions:**

Our people and finance platform seamlessly combines HR, payroll, and finance functions, providing a holistic view of your organisation



### **Real-time decision making:**

Our AI-powered insights keep you ahead of the curve, showing you what needs to be done before it happens for more accurate decision making across all levels of your organisation



### **Customer-focused innovation:**

We invest a quarter of our turnover into R&D, ensuring our solutions are always cutting edge



### **British success story:**

As a family-owned business, we offer the stability and personal touch often missing from larger corporations



### **Proven track record:**

We process 10% of the UK payroll and serve nearly three quarters of all local authority workers. Our solutions are trusted by over 1,400 customers across every industry sector



### **Royal warrant holder:**

MHR International UK Limited is a royal warrant holder to His Majesty The King for the supply of Payroll and HR Systems

# Case studies: real results with MHR in the private sector

## The Plan Group

The Plan Group is a leading independent insurance broker. The team of around 80 people work across three office locations, with hybrid working adding an extra layer of complexity to employee engagement.

They wanted a platform to support effective company-wide communication and keep the team in touch during uncertain times – and that's where People First came in. Managers can now see who's in the office and who's not, giving them better visibility of the workforce. It also supports employee engagement, helping to organise activities and recognise team members for their achievements.

***"People First is essential for keeping everyone up to date with what is going on in the company. We've noticed an increase in employee engagement."***

Susie Wilson, Head of HR and Risk



Hibernian Football Club plays at the top tier of the Scottish Professional Football League with a team of 220 employees. The club had tried other HR systems, but found they lacked the flexibility and accessibility needed to support a combination of permanent and casual workers.

People First scored a winning goal. As well as a holistic, employee-focused approach, Hibernian's feedback is used to shape the platform's future development. The club now spends 75% less time screening applicants, reducing paperwork for the HR team as team leaders are empowered to take ownership of their day-to-day tasks.

***"It's a fantastic system with easy access for us and our employees."***

Sheila Kinghorn, Head of HR





# Our core capabilities

1

## Integrated HR, payroll, and finance solutions

Our people and finance platform enables real-time decision making across:



### HR

Create a meaningful employee lifecycle where everyone makes an impact



### Payroll

Unleash real-time technology for accurate, compliant processing



### Finance

Make data-driven decisions with a complete view of the whole organisation

2

## Powering faster decisions when you need them most

We provide tools that streamline HR, payroll, and finance decisions, offering real-time data access for swift, risk-reduced actions. Our unified platform enables confident planning and innovation to help you stay competitive.

- Data and analytics support that provides clear, actionable business visualisations to help you craft a stronger data-driven culture

3

## Consulting and enterprise planning capabilities

Our professional services team provides strategic guidance on platform implementation, change management, and training.

- Enterprise planning for scenario modelling and risk management
- Agile project management and delivery frameworks
- Process automation and optimisation
- Outsourced payroll through our managed service offering, enabling efficient, effective and accurate processing every single cycle



## 4

## Cyber security

We're committed to delivering secure solutions, ensuring the right protection for customer data and operational resilience. Our products are designed to safeguard against the latest threats through:

- Secure hosting: State-of-the-art facilities with comprehensive physical and logical security measures
- Intrusion prevention: Industry-leading security tooling that leverages artificial intelligence to identify and automatically contain known and unknown threats
- Security testing: Penetration testing is regularly performed to simulate real-life attackers to provide assurance that our products could withstand a cyber-attack
- Security monitoring: Millions of security events are analysed 24 hours a day to identify and block malicious activity
- Advanced security: Product-specific security features to identify malicious activity, scan for malware and increase login security

## 5

## Compliance

We uphold a wide range of internationally recognised standards and certifications, including:



**ISO 27001:** Information security management system certification.



**ISO 9001:** Certification for quality management across our estate.



**SOC 2:** Assurance standard for data security.



**SOC 1:** Assurance for the security of our payroll controls.



**Cyber Essentials Plus:** UK certification demonstrating robust cybersecurity measures.

## 6

### Integration and support

Our integration capabilities provide complete system visibility. No disparate data. No need for employees and managers to log in to different platforms. No unnecessary distractions. Leverage our expertise instead of building in-house resources, reducing costs and risks.

- 24/7 technical support and knowledge bases
- Tailored onboarding programmes that are built around you
- Keep an eye on everything and spot issues before they become problems with regular performance monitoring
- Protect yourself with robust disaster recovery support
- Unleash intelligent support services that use predictive analytics to pre-emptively resolve issues

## 7

### Strong relationship management

We focus on addressing specific customer needs through tailored solutions.

- Building trust through effective communication and reliability
- Dedicated account managers
- Regular updates and transparent communication
- Collaborative goal setting
- Focus on measurable outcomes

**We prioritise strategic, operational, and customer-focused excellence by:**

- Innovating and delivering reliable, impactful solutions
- Building strong, lasting relationships with customers
- Remaining agile and forward-thinking in a fast-changing world

# Our solution: the people and finance platform



People First, our revolutionary people and finance platform, is a centralised, unified system that runs these essential operations, empowering real-time decision making that enhances efficiency, reduces risk, and improves pace. Leaders can leverage data insights to make informed choices on investments, resource allocation, and talent management.

The platform's flexibility and ease of use encourage swift adoption, making it a valuable tool for organisations of any size or industry.

Key benefits of People First include:



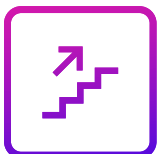
#### **Real-time insights and data confidence:**

Empowering managers to make decisions based on current, reliable information.



#### **Enhanced collaboration and reduced costs:**

Improved workflow minimises administrative tasks and lowers overall costs.



#### **Skill alignment and employee growth:**

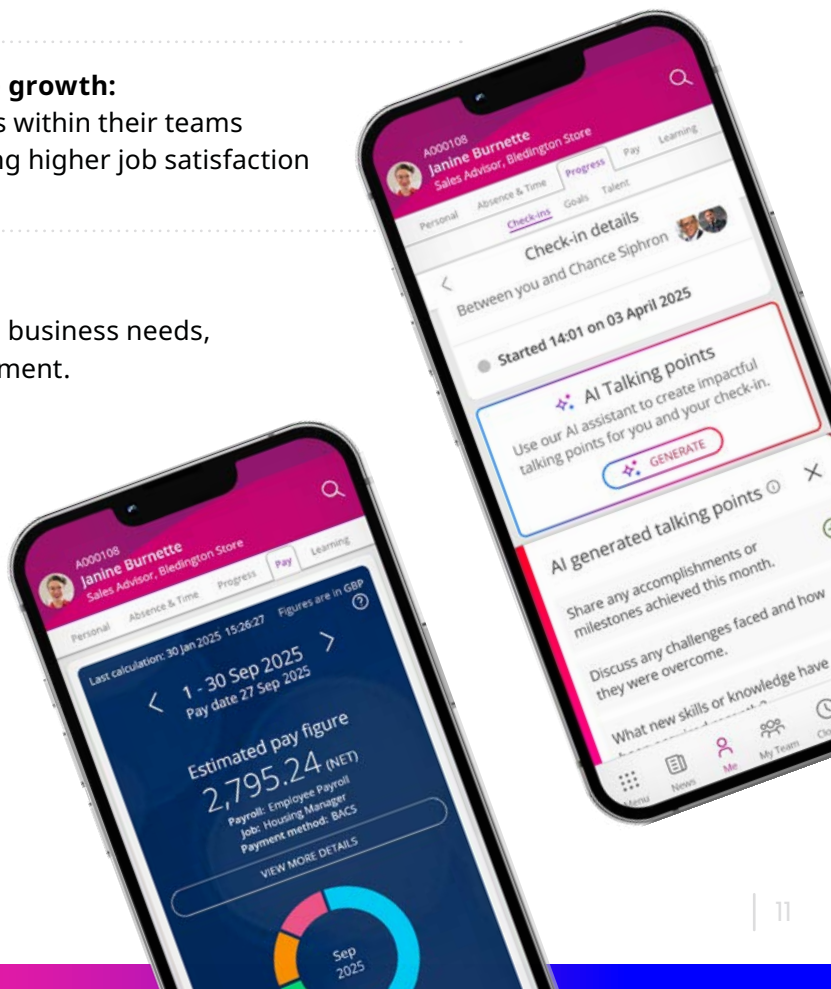
Managers can identify strengths within their teams and assign the right roles, driving higher job satisfaction and productivity.



#### **Solutions that grow with you:**

Our platform adapts to evolving business needs, supporting continuous improvement.

[Learn more >](#)



# Case studies: real results with MHR in the public sector



Founded in 1807, the Mill Hill School Foundation now includes seven schools across London and Kent, with a team of over 650 employees.

Before partnering with MHR, the foundation relied on spreadsheets and paper files for all people processes. The system was "starting to break at the seams" - they knew they needed a modern software solution to get ahead.

The foundation now has one centralised platform for all HR and payroll needs. Goodbye manual tasks, hello employee self-service and streamlined processes that save approximately one day a week.

***"MHR is incredibly good value for money. It helps any school or independent foundation like us be innovative and forward-thinking. I would absolutely recommend it."***

Wayne Coomey, HR Manager



Warwickshire County Council needed a change. With 28,000 employees across five boroughs and districts and a variety of subsidiaries, they were struggling to see the benefits of a legacy ERP system.

The council was confident that MHR could meet their needs with a unique approach that empowers subsidiaries to manage their own data. MHR's integrated HR and payroll platform allows the council to save 300 hours a week, with cost savings equivalent to 7 full-time employees.

***"I really value the increased flexibility and accessibility you get with MHR – a great improvement from our old ERP system."***

Neil Jones, ICT Lead



# Awards and recognition



## Our commitment to sustainability

We are committed to achieving carbon neutrality by 2028 and Net Zero by 2050, aligning our goals with the United Nations Sustainability Goals. Our environmental commitments ensure we're not only innovating for the workplace but also protecting our planet for future generations.

# Join us in revolutionising the world of work

At MHR, we're shaping the future of work. Partner with us to transform your organisation, empower your employees, and achieve sustainable high performance.

Contact us today to discover how we can help your organisation thrive in the new world of work.

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