

MHRDanske Bank

"It's not just getting a service; it's getting a relationship."

Mandy Murphy,
Team Leader Product



Customer
Danske Bank



Sector
Banking and Finance



Number of employees
1450



Products supplied
MHR Managed Service

About Danske Bank

Danske Bank is a leading bank in Northern Ireland and a growing bank in the rest of the UK. Since 1824 they've supported the changing needs of Northern Ireland industry and helped people, businesses, and society to thrive.

Searching for efficiency

Before investing in the Managed Service at MHR, The Danske Bank were seeking a more innovative provider who they could build a proper relationship with. The input was processed by various methods including interfaces from HR systems and paper forms. This was incredibly time consuming, and so the team decided to look for a more efficient approach.

Crucially, however, this drive to efficiency couldn't lead to compromise on compliance.

The Danske Bank needed a provider that could be trusted to provide a UK and ROI compliant payroll in addition to offering automation and efficiency.

Mandy Murphy, Team Leader Projects, noted "We felt MHR was a good fit for our business, so we decided to partner with them to support our payroll processes with a managed service and to get added value from iTrent Payroll."

By utilising a managed service, the bank would be able to focus on internal change management, and on growing the business and their people. As a result, the transition was incredibly smooth.

Clare Ferguson, Senior Payroll Consultant, "The MHR Managed Services team supported us with the transition to digitise our internal processes. MHR provided us with data templates which enabled us to drive change internally by automating our payroll data. This has allowed us to work in partnership with MHR ensuring we pay our employees accurately, rather than spending time entering the data."

A complete transformation

"I don't think we could have a better relationship - we know we can come to MHR and be supported."
- Clare Ferguson

With the product and services seamlessly implemented, the team have already seen a huge improvement to their processes.

Moving away from manual input has had a positive impact, hugely reducing the need for intervention and reducing the risk of errors. The employees at the bank are always paid on time, with no errors.

Susan McAllister, HR People Services and Systems Manager observed "We can trust our Service Manager with anything.

The responsiveness is great and there is always a solution - the Service Manager is key to this. Continuous improvement is always a priority for the Service Manager with us in mind. The reassurance of knowing they are there is brilliant. We don't know what we would do without Service Management now!"

While the managed service means that the bank usually works with the same analyst, when other team members have had to step in, the service has maintained a seamless sense of continuity.

Key benefits

- Large reduction in manual calculations, improving the accuracy and saving time and money
- A smooth transition with rapid digitalisation and additional supports thanks to simplified services
- Reduced risk of data breaches thanks to excellent cybersecurity solutions and procedures
- Improved accuracy and reduced costs lead to a faster ROI
- High quality of service leads to complete confidence in the managed service

"We're confident
that our payroll
is in safe hands."

Mandy Murphy,
Team Leader Project

