

MHR

SEVERN  
TRENT



"We work as a team. We have a shared objective."

Joe Carter,  
Head of HR at Severn Trent



**Customer**  
Severn Trent



**Sector**  
Utilities



**Number of employees**  
10,000



**Products supplied**  
MHR Solutions & Service Management

## About Severn Trent

**"We see MHR as an extension of our HR team."**

Severn Trent has been an MHR customer for nearly 25 years, serving around 4.6m households and businesses. They supply 2bn litres of drinking water and treat 3.1bn litres of wastewater every day. Operations stretch from mid-Wales to the East Midlands and from the Bristol Channel to Scunthorpe in the north.

## What they were looking for

**"We don't want to stand still. MHR can help us deliver our strategic aims"**

Severn Trent wanted to ensure they could continue to pay their extensive workforce accurately and on time. Overall, their objective was to have a robust, reliable, efficient, and easily manageable service.

MHR's reputation as market leaders in HR and payroll software, coupled with a flexible pricing structure, was the initial attraction for Severn Trent in 2001. They became customers, and a solid, trusting relationship began to evolve. "They're always there when we need them," added Joe.

## The challenge

Severn Trent wanted:

- Accurate and timely payroll delivery across their workforce
- Increased flexibility and a customisable approach to suit their requirements
- Full integration with their ERP provider, SAP
- Collaborative relationship and long-term support from a market-leading supplier
- A trusted solution and value for money
- Increased ease and speed of operational processes

## The solution

**"Severn Trent and MHR work as one."**

Since implementing HR and payroll with MHR, nearly 25 years ago, the solutions continue to meet Severn Trent's needs with the evolution of their service, organisational growth and complexities.

## How they made it work even better

**"The Service Management function at MHR is the partnership, they are the translator between us and the technical aspects of the platform."**

Following the growth of Severn Trent's organisation to 10,000 employees, it was important to them that they remained both accurate and agile. They achieved this by coupling their MHR software with an expert MHR Service Manager. The Severn Trent team identified the benefits of this relationship to their organisation as follows:

- Manages high volume employee inquiries
- Smooth and positive implementation process
- Gives immediate resolutions, with less downtime
- Proactive compliance management, like HMRC changes
- SLA management and accountability
- Allowing for seamless scalability
- Provides time and cost savings

**"We know our service manager accounts for everything, we're not too concerned on SLAs as we know everything gets done."**

Joe Carter,  
Head of HR at Severn Trent

