

MHR

shoezone



"Our overall experience with MHR has been absolutely fantastic!"

Eleanor McGeever,
HR Manager



Customer
Shoezone



Sector
Retail



Number of employees
3000



Products supplied
MHR solutions

About Shoezone

Shoezone is a town centre, retail park, and digital footwear retailer with over 270 stores across the UK and approximately 3000 employees. They needed an HR and payroll system that could work across many departments and many outlets.

A sudden change

In December 2024, Shoezone received notice that their payroll provider would be ceasing at the end of March 2025. With the busy festive period in full swing, that meant they wouldn't have long to get a new system in place to ensure everyone would be paid in April.

However, the team decided to use this as an opportunity to improve their processes. Eleanor McGeever, HR Manager at Shoezone, noted, "Previously, we've only had it where payroll feeds into HR, whereas we wanted that and vice versa in our new system to develop our communication and HR visibility."

Already facing challenges with high turnover and absence rates, by connecting HR and payroll, the team at Shoezone would be able to think more strategically and take a more holistic view.

Most important of all was a sense of trust and reliability; they wanted to work with a supplier that they felt they could have open and transparent conversations with.

MHR fit the bill perfectly.

A speedy implementation

"The build stage was absolutely brilliant, which also helped us with when we came to the testing and the parallel runs in the short timeframe that we had and the knowledge that we were able to gain of the system in that time period," said Eleanor.

With a tight turnaround of only four months, the consultants at MHR worked closely with the Shoezone team. They provided easy-to-use blueprints and ensured the process went smoothly.

By building up the Shoezone team's knowledge, confidence and buy-in was also built up. This will help ensure the implementation is a long term success.

The primary goal of ensuring everyone would be paid on time come April was met. But in addition to this, Shoezone will now have the capacity and capability to tackle some of the issues retailers have long had to handle alone.

Key benefits

- All employees were paid on time
- Up and running in four months
- Improvements to employee engagement thanks to employee self-service and company newsfeed features
- Workflows to help manage absence triggers, helping the team to understand absence rates

"The consultants have been very open and delivered to our needs to ensure we were up and running in 4 months."

Eleanor McGeever,
HR Manager

