



"We've been able to make our processes more efficient and effective."

Heather Robinson,
Head of People and Culture



Customer
McIntyre Compliance Services



Sector
Professional services



Number of employees
150



Products supplied
People First and Managed Payroll Service

About McIntyre Compliance Services

McIntyre is a safety compliance provider, working predominantly in the UK social housing sector.

Smooth-sailing implementation

McIntyre were working towards a tight deadline for the implementation of People First, with only three months to set up the system before go-live. With support from MHR's consultants, they were able to stick to this deadline and deliver the project on time. Their Head of People and Culture Heather Robinson said, "We worked really closely with our consultants. They were fantastic."

Saving time, increasing accuracy

Their previous system was clunky and couldn't provide the HR team with the data they needed. It was also manual-heavy and time consuming, costing HR half a day every time they needed to upload a new starter. With People First, however, the team are saving hours of time every day. Now, it only takes them 15 minutes to upload a new starter to the system, freeing up their time to focus on more strategic tasks.

Heather says "payroll has been a massive improvement" compared to their old system. Previously, her team couldn't see errors until payroll had been run, and they had no transparency or real-time information. People First's real-time functionality has transformed their payroll, giving the HR team up to date information and reducing the risk of error. Support from MHR's outsourced payroll and service desk teams has been proactive, allowing defects to be fixed as soon as possible.

Data visibility and improved reporting

With People First, McIntyre's HR team has easy access to all their essential data such as absence monitoring and retention rate. As a result, the team can now pull reports straight away and support business decisions more effectively.

Connecting and engaging a remote workforce

McIntyre also use People First to connect remote employees and keep them up to date with company news and announcements.

Heather says People First's newsfeed "has been a game-changer. It's fantastic because we can get out to the whole business in just a click of a button." Her team have seen an increase in engagement now that employees can use the app to share updates, recognise colleagues for their hard work or achievements, and promote wellbeing and charity initiatives.

“Our outsourced payroll person from MHR has been fantastic. It's a very fluid relationship, and we can see the changes that are made in real time because it's in the system.”

Key benefits

- Real-time payroll has improved accuracy and reduced errors
- Employees, managers and HR have clear data visibility
- Quick and proactive support from MHR
- Increased employee engagement and connection across the organisation

“We really wanted to promote a culture which was transparent, where employees can feel happy and are able to access everything easily. And People First has really played an important role in that.”

Heather Robinson,
Head of People and Culture

