



"The tangible impact on business performance has been through value-added time back, where we streamlined and digitised a lot of our legacy ways of working."

Karen Tiller,
Deputy Director of People Operations



Customer
University of Portsmouth



Sector
Higher education



Number of employees
4000



Products supplied
HR, Payroll, LMS, Document Manager

About the University of Portsmouth

The University of Portsmouth serves just under 30,000 students across two campuses. It's recognised as one of the top universities for modern research, specialising in areas like cosmology, astrophysics, cyber security, forensics and sport science.

The need for change

The university had been an MHR customer for 10 years, but recognised they'd not fully adopted the products supplied. In addition, they were still following legacy ways of working and dealing with manual processes. To transform their operations, support the institution's changing needs, and deliver a better service to stakeholders, they decided to implement a transformation programme.

Driving transformation

The team at MHR stepped in to help deliver the transformation project, showing the university how iTrent could be the driver behind the efficiencies and changes they needed.

Karen Tiller, Deputy Director of People Operations, said, "MHR's products have been the key enabler to help me drive that transformational change programme. Without it, we wouldn't be where we are today."

The most significant challenge faced was identifying the processes that needed to change. The university had legacy ways of working with no clear understanding of why they operated a certain way and who had ownership of processes.

The team at MHR were 'instrumental' in the transformation, by highlighting the opportunities to automate manual processes and improve system adoption across all departments. This freed up team members' time and enabled them to become more efficient and effective.

Karen adds, "The transformational programme has affected not just external employees, but internal staff as well. If I just think about the HR team, their wellbeing has improved as we've removed all the manual ways of working. From a recruitment perspective, it's improved engagement and our retention rates. We've got much better, streamlined processes."

Key benefits

- Saved close to £3.6m by overhauling recruitment processes
- Automated manual processes, saving time and resource
- Improved employee wellbeing, engagement and retention
- Creating capacity to focus on improved service delivery

Team approach

Karen highlighted that collaboration between MHR and the university was instrumental in driving the transformation programme: 'The account management support and the general customer service support that we've received is invaluable.'

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