

MHR

LSE

THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE



“MHR was on the journey with us. The engagement, the trust, and the collaboration were there throughout.”

**Neelam Talewar**

Director, People Management  
Transformation Programme



**Customer**  
LSE



**Sector**  
Higher education



**Number of employees**  
5,000



**Products supplied**  
HR, payroll, LMS and DLX

## About LSE

London School of Economics and Political Science (LSE) is a world-leading university specialising in social sciences, ranked as number one university in the UK by The Times and The Sunday Times Good University Guide 2026.

## Time for change

LSE's previous HR and payroll systems were disconnected and required manual processes, leading to organisational inefficiencies. Instead of implementing an ERP, which can be costly and inflexible, HR Director Indi Seehra decided to procure a modern, user-friendly system to be rolled out as part of a wider digital transformation strategy.

The university needed a system that could cover the entire employee lifecycle and account for 5,000 employees across a variety of roles and contract types. After consulting with more than 30 other universities and conducting a cost-benefit analysis, the team chose MHR.

Director of LSE's People Management Transformation Programme Neelam Talewar said that right from the initial tender, MHR were engaged. "Our preparation was colossal, but MHR listened, they were professional, they really understood our requirements, and they managed our expectations."

## Building a partnership

As a result of MHR's intuitive and mobile-friendly design, adoption rate has increased across the organisation, with more than 4,600 employees using the platform within one month. It has enabled LSE to build a data-driven culture, where the HR team has access to dashboards and reports they need without being overwhelmed with manual admin.

Another benefit for LSE has been the balance between security and accessibility in the platform. Thanks to single sign-on, employees have a convenient way of logging in that also enhances the university's security.

Key to the success of LSE's transformation was MHR's understanding of the higher education sector, having worked with more than 70 universities across the UK. As Neelam noted, "MHR just understood the needs and complexities of our business, and we were able to build our workflows around that to better the user experience".

## Setting the standard

Indi comments that the response from employees has been overwhelming and after conducting a survey, 100% said they would recommend MHR. 90% agreed that it's a user-friendly system.

MHR's support for LSE on their transformation has built the foundations for a lasting partnership and even led to the university being a finalist for 'Best Transformation' at the 2025 HR Excellence Awards!

## Key benefits

- 100% of those surveyed would recommend the system
- 90% agreed that the system is user-friendly
- 92% adoption after one month
- New starters have a seamless onboarding experience
- Increased uptake on the LMS
- More efficient processes ensuring HR's KPIs are met

“Now our KPIs are being met where, two years ago, we wouldn't have met them. It's definitely a process of efficiency improvement.”

Indi Seehra  
Director of HR

