



**“I think it’s fair to say that People First has been game changing. It’s probably the best HR system we’ve ever had.”**

**Garmon Davies**  
Systems Continuous Improvement Lead



**Customer**  
Shaftesbury



**Sector**  
Not-for-profit



**Number of employees**  
1,500



**Products supplied**  
People First

## About Shaftesbury

Shaftesbury is a disability charity with a 180-year history, offering a wide range of disability care, special education and rehabilitation services across England, Wales and Northern Ireland.

## Time for change

Shaftesbury knew they needed to make a change with their HR and payroll. They were looking for a new solution that was simple and easy to use; something that would move their organisation forwards digitally. They needed a mobile-friendly system with self-service that frontline staff could access quickly, without disrupting their focus on supporting people.

## Data-driven insights

Garmon Davies, Systems Continuous Improvement Lead, said, “We looked at a number of providers and People First quickly became top of our list.” This was because People First could manage the charity’s workforce complexities and integrate with their existing systems, including Power BI.

Thanks to this integration, Shaftesbury have broken down their data silos and created one single source of truth for reporting. “People First has transformed the way we think about data and about our people,” adds Garmon.

He also noted that going live with People First was a 'great experience' for Shaftesbury, because of the support from MHR. The system's been a real driving force for digital transformation in the organisation, and they're already seeing results: "We've had a number of benefits from People First; a lot of improvements in our payroll process, for example. Our payroll errors have dramatically reduced, partly because people can now have ownership of their data."

### Key benefits

- 99.99% payroll accuracy significantly decreased the admin burden spent on correcting errors
- System integration with Power BI has transformed data and reporting
- Improved employee experience through ownership of data and self-service

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