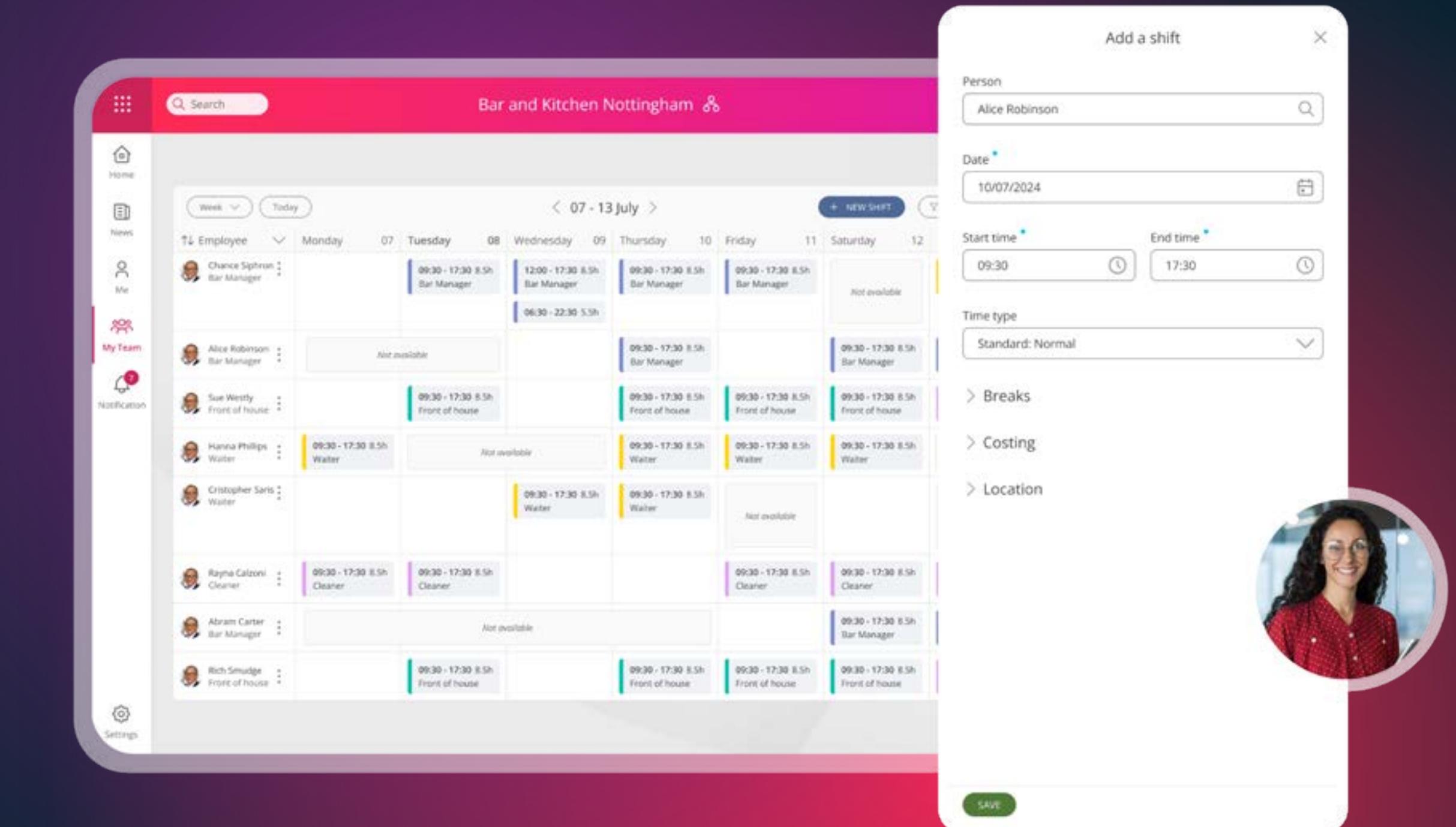


MHR

Integrating workforce management and payroll

The link you can't afford to ignore



The screenshot displays a software interface for managing a workforce. The main window is titled 'Bar and Kitchen Nottingham' and shows a weekly shift calendar from July 7 to July 13. The calendar is organized by employee and shift details. A modal window titled 'Add a shift' is open, allowing the creation of a new shift for Alice Robinson on July 10 from 09:30 to 17:30. The interface includes a sidebar with navigation links like Home, News, Me, and My Team, as well as a search bar and a settings icon.

EXECUTIVE SUMMARY

This guide considers the risks and challenges that come with siloed workforce management and payroll solutions and outlines how you can overcome them with an integrated platform to streamline operations, save costs, and improve employee experience.

45%

of the UK workforce is considered 'frontline'.

8.7M

night-time workers in the UK

39%

of organisations still use paper timesheets.

Sources:

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PREFACE

Almost half of the UK workforce is considered 'frontline' or deskless, often working varying shift patterns and paid hourly rather than salaried. Scheduling, tracking, and paying these frontline employees can be complicated, especially when you're dealing with multiple sites, complex working patterns, or flexible and hybrid working. To add to the challenge, 39% of organisations still use paper sheets or manual forms to track time and attendance.

Even the organisations that do invest in a workforce management platform often find it fails to integrate with other critical functions like payroll and HR, leading to operational inefficiencies, siloed data, compliance risks, and errors or delays in payroll.

The impact on organisations is significant. It can determine whether you retain your talent or face high turnover, whether you stay compliant or risk reputational damage, and whether you control labour costs or watch them spiral.

39%

of organisations still use paper sheets or manual forms to track time and attendance



LAST CLOCK IN

07:30 - 16:30

25 May 2025

CLOCK IN

VIEW SCHEDULE

Awaiting approval 12 items
Total of 16 hours, 30 minutes

Overtime hours 5 hours, 30 minutes
2 hours, 30 minutes approved

Managers lose 1.5 days every month preparing time data for payroll

1. Operational inefficiencies

When workforce management and payroll work in isolation, multiple teams waste time fixing errors and manually transferring data between platforms.

This duplication of efforts and inefficient way of working is likely stopping your employees from working on more productive or strategic projects.

2. Increased costs

Without a centralised viewpoint to track labour coverage and costs, understaffing or overstaffing become standard practice, which ties up resources and money that could generate better returns if spent elsewhere.

3. Compliance risks

Building schedules and processing payroll manually or in spreadsheets increases the risk of human error, leading to delayed submissions to HMRC, incorrect PAYE and National Insurance calculations, or even fines and penalties for non-compliance with regulations like Working Time Regulation (WTR).

4. Limited decision-making

Fragmented data stuck in different systems that don't talk to each other prevents you from connecting the dots and seeing the bigger picture.

Without accurate insights into areas like labour costs and overtime trends, decisions are made with guesswork, not data, limiting your ability to plan strategically and drive your business forward.

5. Negative employee experience

Don't underestimate the impact that poorly managed shift patterns can have on employee experience; it can lead to burnout, absenteeism, or even sickness and fatigue, particularly in industries with frontline workers.

If inefficient workforce management processes are also affecting your ability to pay your employees accurately and on time, you run the risk of resentment and financial stress rising among your employees, leading to low morale and retention problems.

THE BUSINESS CASE FOR INTEGRATION

Choosing an integrated solution for workforce management and payroll is a strategic choice for organisations that need one source of truth for analysing workforce capacity and labour costs. Consolidating these functions into one platform brings a number of benefits, ensuring reliable coverage, accurate pay, and structural cost reduction.



1

Drive operational efficiency

An integrated workforce management and payroll platform streamlines your operations by automating administrative tasks like scheduling, time tracking, absence management, and payroll processing.

When time data flows into payroll automatically, you'll eliminate the need for manual data entry or rekeying, which means fewer last-minute scrambles in the lead up to payday and guaranteed payroll accuracy.

2

See ROI and reduce costs

With one platform to ensure reliable coverage and payroll accuracy, understaffing and overstaffing are a thing of the past. Whatever industry you're in, it guarantees consistent service levels and reduces wasted labour costs. Plus, fewer payroll errors mean fewer costly corrections and compliance penalties.

3

Guarantee compliance

You'll also guarantee compliance with legislation like Working Time Regulations (WTR) and have a clean audit trail to evidence decisions, reducing the risk of fines and reputational damage.

Automatic guardrails ensure schedules meet requirements for working hours and rest breaks, putting a stop to non-compliant rotas before they are published.

4

Make faster, data-driven decisions

When time, scheduling, HR, and payroll share a single dataset, you'll eliminate the guesswork and the need for rekeying, giving you accurate data at your fingertips.

With one single source of truth, you'll make faster, data-driven decisions, whether you're analysing labour costs, forecasting based on historic data, or informing business decisions on hiring or overtime policies, for example.

5

Improve employee experience

Efficient scheduling, time management and payroll administration are key for building trust and delivering a consistent employee experience. When employees have visibility of their schedule and earnings in advance, they can plan their time and budget accordingly. This stability helps to reduce stress, prevent burnout, and lower attrition.

By improving employee experience, you'll set yourself apart from other employers and give your organisation a competitive edge. This is particularly key for organisations with frontline workers who usually see high turnover.

Managers benefit too. Without the time-consuming task of manually building schedules and hunting for coverage, they'll be able to focus on the areas of their job that really matter, like customer experience or employee performance.

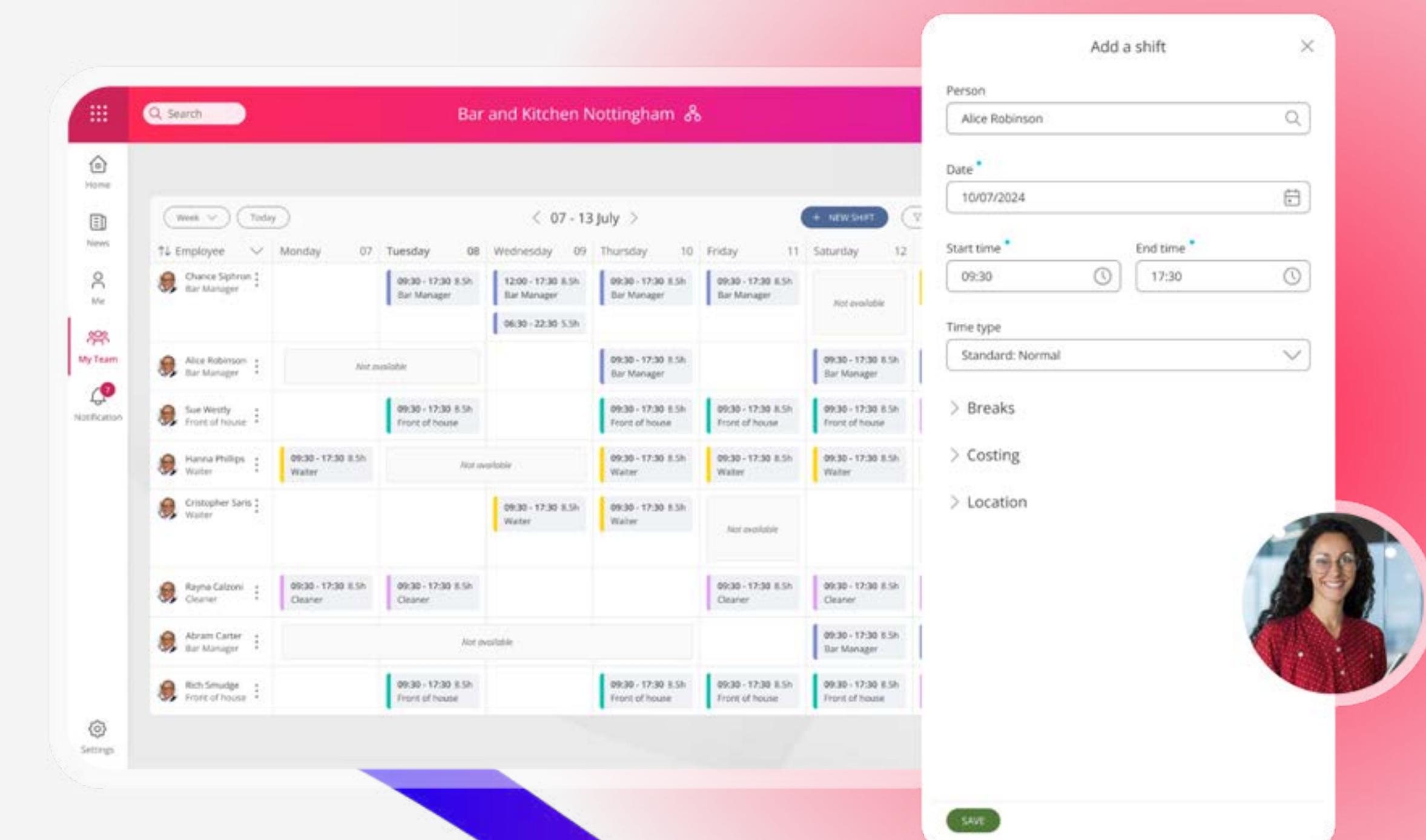
GET THE RIGHT PEOPLE IN THE RIGHT PLACE AT THE RIGHT TIME WITH PEOPLE FIRST

People First unifies workforce management, HR and payroll into one platform, so you can see your organisation as one complete picture.

It includes a comprehensive time recording engine that applies complex pay rules and feeds payroll in real time, with one cross-site view and simple, skills-aware schedules for any working pattern so every shift runs with confidence.

With People First, employees can clock in, check their payslip, or view their schedule from whichever location they're working from. Managers can ensure compliance and coverage, and leaders have greater visibility of their workforce across sites for data-driven decision making.

It means your employees can focus on getting the job done, not who's going to be there to do it, and there's no doubt that everyone will get paid accurately for the time they've worked.



The screenshot displays the People First software interface. On the left, a sidebar includes links for Home, News, Me, My Team, and Settings. The main area shows a weekly shift calendar for 'Bar and Kitchen Nottingham' from July 7 to July 13. The calendar grid lists employees (Chance Siphron, Alice Robinson, Sue Westly, Hanna Phillips, Christopher Sartis, Rayna Calzoni, Abram Carter, Rich Smudge) and their roles (Bar Manager, Front of house, Waiter, Cleaner). A tooltip 'Not available' is visible for several shifts. To the right of the calendar, a modal window titled 'Add a shift' is open. It contains fields for 'Person' (set to 'Alice Robinson'), 'Date' (set to '10/07/2024'), 'Start time' (set to '09:30'), 'End time' (set to '17:30'), and a dropdown for 'Time type' (set to 'Standard: Normal'). The modal also includes sections for 'Breaks', 'Costing', and 'Location'. At the bottom of the modal is a circular profile picture of a woman with dark hair and glasses, wearing a red patterned shirt. A 'SAVE' button is located at the bottom right of the modal.



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