

## CASE STUDY

### HARROGATE BOROUGH COUNCIL AUTOMATES HR AND PAYROLL TO INCREASE EFFICIENCIES WITH iTRENT FROM MIDLANDHR

With approximately 1500 full time and 300 casual employees, Harrogate Borough Council is located within multiple offices throughout both the town centre and across remote sites in the district.



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## ROOM TO IMPROVE

All HR data had been recorded using a variety of bespoke spreadsheets, databases and paper based systems, which were recognised as inefficient and hard to manage. The demise of its payroll system at the beginning of April 2007 gave the council an opportunity to introduce a more efficient solution, combining payroll and HR functionalities in order to improve monitoring and reporting.

MidlandHR stood out from the crowd as it offered a solution that could not only be tailored to the needs of the council but also deliver the best value for money.

Amy Hare, project manager at Harrogate BC comments: “We undertook a very thorough assessment process. An evaluation took place throughout June and July of 2006, with the cabinet reaching a final decision in August.”

“One key requirement was the need for a new solution to integrate with the existing financial management system, Agresso. One of the advantages of iTrent is that it is designed to be as flexible as possible by automating payroll processes and helping to minimise time-consuming administrative tasks, including being able to integrate with existing systems.”

The implementation process was conducted in two phases. Phase one saw payroll and core HR modules, including absence, introduced on 10th October 2006, with payroll going live by 1st April 2007. The timing of this phase was critical to ensure all staff members were paid on time!

The council is implementing absence modules to record, authorise and monitor all types of absence. Reports such as graphical calendars, displays and interactive individual or batch calculations can be produced with seamless progression through to payroll.

Hare continues: “Phase two will include the implementation of self-service and people manager tools. We are working towards empowering managers and employees with the use of self-service by allowing them to check their personal details, book annual leave and view sickness information. “This second phase will also include the implementation of the learning and development modules, recruitment and health and safety. The addition of these modules allows for the vacancy profiling of recruitment requirements and supports the development, monitoring and evaluation of a person’s skills, knowledge and attainment, which will help streamline our processes.” Web-based self-service means employees are able to view and update their personal data, such as employment information, bank details and on-line timesheets. They can also view their holiday entitlement and book holidays.

Managers can authorise holidays as well as input, view and update other activities and working patterns, which cuts administrative costs and improves services to both employees and managers.

People manager provides managers with a single source of key data at their fingertips, which directly relates to their organisational responsibilities. For example, it enables managers to access non-sensitive personal and position related information as well as the maintenance of the training needs of their team members.

# ONWARDS AND UPWARDS: SIMPLIFICATION AND AUTOMATION

"Between June and September 2007 iTrent 6 was upgraded to iTrent, with a successful go-live in time for the October payroll," says Hare. "We found the software easy to work with and had an excellent lead consultant on the project from MidlandHR who supported us throughout the implementation."

Key advantages now being experienced include a reduction in paperwork, more consistent processes and an increase in the automation of processes that were previously done manually.

"iTrent is being used to simplify internal processes and improve our reporting," concludes Hare. "The potential for massive efficiency savings through the long-term development of iTrent, including the simplification of business processes and increased automation is huge."

## CHALLENGE

To consolidate existing HR and payroll spreadsheets, databases and paper based systems, considered inefficient and hard to manage. Required a central HR and payroll solution to reduce administrative tasks and integrate with existing finance management system.

## SOLUTION

Implementation of iTrent HR and payroll including Absence Management, Reporting, Self-Service, Learning Events and People Development modules. iTrent offered a tailored, consolidated solution, increasing automation and enabling significant value in use.

# MIDLANDHR

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