



# **G-CLOUD 14**

# **Technical and Analytics**

# **Consultancy**

# **and Training Services**

# **Service Definition**

**May 2024**



By Appointment to  
Her Majesty The Queen  
Supplier of Payroll and HR Systems  
MHR International UK Limited  
Nottinghamshire

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# 1. The Company

## Background

MHR is a privately-owned UK company established in 1984. We specialise in the development, implementation and support of human resource and payroll software and solutions. Our customers include major organisations within the public sector (including local authorities, central government, higher education, health and emergency services) and the commercial sector. Our solutions are fundamentally underpinned analytics solutions to ensure targeted insights are available to drive informed decision making.

MHR also provides outsourcing payroll services, including a simple payslip printing/distribution service, a payroll processing service and a fully managed payroll service.

The company has grown steadily and now has more than 1,250 customers and employs over 800 staff. MHR's focus is on HR and payroll solutions, and we are one of the largest independent software houses in the UK.

MHR operations are run from our MHR Campus in Ruddington, Northamptonshire which includes a secure, state-of-the-art data centre for our SaaS and outsourcing functions.

Since our formation, we have continuously demonstrated sound financial stability and growth. Consequently, we are well placed to invest in the continuing support and satisfaction of our growing customer base and allocate substantial internal investment for product enhancement and new product development and to maintain our high-quality service levels.

MHR is committed to the development and provision of payroll and human resources software and services. That expertise is further enhanced by a complementary portfolio of specialist training, implementation, and support services. These services ensure our products continue to deliver business benefits long after the initial installation phase.

## Quality Management

We place great emphasis, under the governance of the Board of Directors, on quality. MHR is approved by the Lloyds' Register Quality Assurance to the ISO 9001:2015. Documented procedures cover all functions within the company as part of the corporate business information system (BIS). The BIS is applicable to design, development, installation, maintenance, and support of commercial and business solutions, including consultancy and customer training. It is also applicable to the provision of HR outsourcing services for the operation of commercial software and support of business processes. The responsibilities are defined in MHR's published quality manual as follows:

- The chief executive provides full authority with regard to implementation and compliance of the quality management system within MHR.
- The Board, in association with other directors, reviews on a regular basis the quality policy, its objectives and the performance against its goals.
- The quality manager has the responsibility for ensuring that the quality management system is implemented effectively by management. This does not absolve everyone else from the responsibility of implementing the system effectively.
- All process owners and managers must ensure the quality management system is effectively implemented in their area.
- All staff must ensure that the work that they and other staff carry out is of the highest quality and aspires to the aims of the quality policy and its goals.

- MHR hosts regular customer forums where customers are invited to meet and discuss issues or impending releases. User comments are recorded using a Quality Record Document.

Quality management review meetings are held on a Quarterly basis. Measures identified by managers and detailed in the quality manual are provided to the quality manager on a quarterly basis and are presented at the quality management review as a report. This report also includes any recommendations for improvement from any member of the management team.

Where issues arise, we have extensively documented escalation procedures and quality process to ensure a speedy recovery for our clients. Communication is very important to ensure the client is briefed on the situation. This can be either by phone calls or emails, or by the client logging into our web site and accessing the call logging system where progress on their fault is logged and updated by the service desk staff. Where dissatisfied, customers may escalate issues to their customer relationship manager, head of customer relations, customer experience director and ultimately to the chief services officer.

## Security Accreditation

MHR has certification to the ISO 27001: 2013 Information Security Standard for all locations and operational areas. The independent, external, 3-yearly full recertification and 6-monthly surveillance assessments are undertaken by LRQA.

MHR is SOC2 accredited. SOC2 reporting and control framework is audited by KPMG to the international ISAE3402 standard, this ensures independent assurance on a rolling 12-month cycle.

MHR is also Cyber Essentials plus certified.



## Experience

Our solutions are used to manage over 11% of the UK workforce. We are justly proud of our prestigious customer base. Whilst we are the foremost supplier in the public sector we are also proud to have a range of blue-chip companies who use our software and services and whom we support to the highest standards. These include organisations such as CAFCASS, The Salvation Army, The British Legion and Severn Trent Water.

Our strong public sector client base includes all levels of authorities including Central Government, county, unitary, borough and district councils. We also serve a large number of police and fire authorities as well having a strong presence in the academic sector supporting universities and colleges.

# 2. Consultancy and Training

## Overview

Many organisations rely on disparate, disconnected systems (often defaulting back to spreadsheets) for reporting, analytics and planning requirements; resulting in inconsistent management information which discourages a joined up, collaborative approach to making business decisions. MHR's Technical and Analytics team provides highly skilled consultants with a wealth of industry specific experience providing tailored solutions to multiple complex business problems. Our consultancy skill sets include, IBM Planning Analytics, IBM Cognos

Analytics, SAP Business Objects (all versions between v6.5 and XI4.3), SAP Data Services, Microsoft's Power Platform including but not limited to Power BI, LogicApps, Power Automate and Azure hosting.

Our consultants are trained across multiple analytical applications and can transpose business requirements to functional, detailed management information reporting. With the skills to work across an array of industry leading HR and Payroll solution providers. Working in conjunction with a dedicated Project Manager, the consultants have clear direction on customer requirements and work collaboratively with the customer to both design and deliver a tailored solution. As part of the consultancy delivery, we offer tailored training courses for each of our products to ensure that all users are trained to the relevant standards to produce effective reporting outputs. Our flexible approach means that we deliver both consultancy and training either onsite with customer teams or remotely via Teams or similar. These courses can be solely for the customer or part of an open course with other customers implementing similar solutions. Tailored remote access courses can be scoped, defined, and delivered together with knowledge transfer sessions on a 1-2-1 basis or 1-many. Our training servers hold relevant data to ensure we can deliver scenario-based hands-on user training in conjunction with pre-defined training collateral akin with industry standards. We are also able to deliver training utilising customer environments which affords end users familiarity with data sets.

## **Experience**

- Intelligence and Analytics solution experience
- Highly skilled consultants with industry standard qualifications and experience
- Agile approach to services delivery; either on site or remotely
- Collaborative engagement with customer project teams
- Flexible design options and solutions tailored to agreed specifications
- Off the shelf products configured
- Knowledge transfer alongside customer project teams during implementation
- Workshop style approach to training together with formal training classroom-based sessions
- Training collateral for end users
- eLearning packages available
- User manuals to encourage self-learning and for post course reference
- Workshops for improvement of practical skills
- One-to-one coaching
- Project Management services to control and govern delivery to budget, time and scope

## 3. Training Courses

### SAP BusinessObjects Courses

#### Business Objects Reporting on iTrent

Overview	This course introduces BusinessObjects Web Intelligence and Launchpad to users aiming at designing their own reports and making them available to colleagues.
Duration	2 days
Objectives	<ul style="list-style-type: none"><li>• Manage your folders, documents and scheduling in the BusinessObjects Launchpad</li><li>• Build a document in the Query Panel using the iTrent universe making use of Query Filters, Predefined Filters and Wildcards</li><li>• Format your document reports, tables and cells</li><li>• Create and format charts</li><li>• Create simple calculations, sort tables, filter tables and reports, place Breaks on tables, create a report with Sections and use Ranking to restrict the number of rows on display</li><li>• Create &amp; edit different types of Input Controls for filtering</li><li>• Understand the importance of iTrent Pre-defined Query Filters</li><li>• Build Variables &amp; Formulas</li><li>• Set Conditional Formatting</li><li>• Build and merge multiple queries</li></ul>
Audience	Business Analysts / Application Consultants Business Process Owner / Team Lead / Power User
Pre-Requisites	Windows conventions Basic experience with Excel is preferred

#### BusinessObjects Advanced Reporting on iTrent

Overview	An advanced course to build on existing BusinessObjects knowledge
Duration	2 days
Objectives	<ul style="list-style-type: none"><li>• Create and merge multiple queries</li><li>• Explore Combined queries &amp; Sub-queries</li><li>• Understand what is meant by Calculation Contexts</li><li>• Use the objects in the iTrent universe Functions folder</li><li>• Create a document using UDFs (User Defined Fields)</li><li>• Create and use Shared Elements</li><li>• Explore the benefits of Tracking Data Changes</li><li>• Build a Publication</li></ul>
Audience	Application Consultant / Business Analyst / Process Owner / Power User
Pre-Requisites	Introductory course or similar completed and/or existing experience designing Web Intelligence reports

## Microsoft Courses

### Introduction to Microsoft Power BI

<b>Overview</b>	This course covers how to use Power BI to easily build reports and dashboard with interactive visualisations and use this solution to drive business results with actionable insights.
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Import data into Power BI desktop</li> <li>• Use Power Query to customise data</li> <li>• Filter and replace data on import</li> <li>• Identify date tables</li> <li>• Modify relationships between data tables</li> <li>• Format multiple reports</li> <li>• Connect data to different visuals in reports</li> <li>• Set up navigation between report pages in multipage reports</li> <li>• Publish reports to Power BI Service</li> <li>• Understand the difference between editing reports in Power BI Desktop and Power BI Service</li> <li>• Access the multiple types of resources available to users of Power BI</li> <li>• Install a Template App</li> <li>• Create supporting cases within MHR</li> </ul>
<b>Pre-Requisites</b>	Power BI Desktop downloaded onto your laptop and ability to connect over the internet to the Power BI Server.

### Advanced Microsoft Power BI

<b>Overview</b>	This course extends basic knowledge of Power BI with tips and tricks for importing data and improving report design
<b>Duration</b>	1 day
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Identify data schemas and their uses</li> <li>• Understand best practices for dashboards</li> <li>• Explain the differences in functionality between Power BI Desktop and Power BI Service</li> <li>• Use the functionality of Power Query</li> <li>• Recognise the difference between Measures and Calculated Columns</li> <li>• Explain row and filter context</li> <li>• Use default, custom and help tooltips</li> <li>• Use page navigation and bookmarks</li> <li>• Use measures in conditional formatting</li> <li>• Understand row level security</li> <li>• Appreciate the various map visuals in Power BI</li> <li>• Understand the basics of performance optimisation in Power BI</li> <li>• Know how to install a Template App in Power BI</li> <li>• Understand the Power BI Security Model</li> <li>• Create supporting cases within MHR</li> </ul>
<b>Pre-Requisites</b>	<p>Already competent and confident in Power BI day to day use and/or have attended our Introductory course.</p> <p>Power BI Desktop downloaded onto your laptop and ability to connect over the internet to the Power BI Server.</p>

## 4. Security and Peace of Mind

### Physical Security

The highest levels of security have been implemented at our data centres. In addition to 24-hour manned security, the premises are monitored by perimeter beam technology and high definition, night enabled CCTV cameras with full recorded history. Within the building, access to each individual office is controlled and monitored using electronic card security - staff only have access to the areas and offices that they operate in. To ensure complete peace of mind, 'Criminal Records Bureau' checking and clearance is carried out to all staff who have access to customer data.

### Perimeter Security

All our customers and MHR's own data is secured behind multiple Next generation firewalls, with advanced threat protection and a 24 hour, 365 days a year, external security operations centre (SOC) providing MHR with real time threat prevention, analysis and remediation.

On an at least weekly basis both cloud and on premise Qualys vulnerability scanners perform asset discovery and vulnerability scans to ensure accurate vulnerability data for our IT teams. This data is supplemented by threat intelligence information from NCSC, CERT and security industry bodies and vendors to feed our vulnerability and patch management processes. Network taps also capture network traffic which is securely held on our OPNET appliance. This allows traffic analysis and performance monitoring, as well as providing a full network forensic capability.

### Laptop, Desktop and Mobile Device Security

Not only do we take IT seriously, but we also protect our Corporate IT estate to very high standards while delivering our services. Our client estate is based on secure Windows 10 PCs with a small number of Macs. All clients have full disk encryption to protect data using either BitLocker or Apple FileVault as well as a firewall, anti-virus, anti-spyware and host intrusion software from F-Secure. It is worth emphasising again, internal vulnerability scanning ensures that devices on our enterprise network are maintained to the highest levels.

MHR also makes use of mobile devices to support staff flexibility we manage these devices through an Airwatch Mobile Device Management (MDM) system ensuring all devices are encrypted and subject to access controls along with the ability to remotely wipe lost devices.

To ensure secure use of email and web traffic to our corporate network we use Symantec cloud protection services for web and email content filtering, encryption and policy (DLP) enforcement. Additionally, all email is archived to a Veritas email vault with a retention period of seven years for security and continuity purposes.

### ISO27001 and ISO9001

MHR's operations, sites and services are all approved to the international ISO standards: ISO27001 for information Security Management Systems and ISO9001 for Quality Management. Our approval is performed by Lloyds Register Quality Assurance Ltd who are accredited by UKAS to perform assurance to the highest levels. MHR has proudly been approved to ISO9001 since 1995 and ISO27001 since 2005. MHR use an asset-based risk management process aligned to ISO27005 and a control framework in line with ISO27002 with all of the controls in the standard being in scope of our approval as detailed in our Statement of



Applicability for our ISO27001:2013 approval. Our approval to ISO9001:2015 has also seen a risk-based view of our processes for quality

### **Cyber Essentials Plus**

MHR is Cyber Essentials Plus certified, this renewed annually with the latest certification being given in March 2022.

### **GDPR**

Prior to the GDPR implementation, MHRA conducted a GDPR maturity analysis under the management of the Data Protection Officer. In conjunction with MHRA's ISO9001, ISO27001 and Cyber Essentials accreditation, data privacy has and will continue to form part of both external and internal audit schedules.

MHRA offers confidence that its products and services can assist its customers in demonstrating compliance within privacy and security. Additional to this, MHRA has a comprehensive employee training catalogue and as part of the GDPR strategy additional training and awareness sessions have been held and will continue to form part of our mandatory training schedule.

MHRA is fully compliant with GDPR and fully aware of our obligations.

## **5. Implementation Services**

### **Setting the Standards**

We aim to deliver excellence in implementation support to ensure that our customers gain maximum benefit from their product investment. Our team of Technical and analytics professionals use a proven implementation methodology that has evolved over many years of successful implementations to meet the highest quality standards. Beyond the initial implementation, we also offer a range of supporting services to ensure that our products continue to deliver maximum business benefits.

### **Approach**

As part of very successful project implementation by MHR's Technical and Analytics Practice, firm control of the project deliverables fused with the skilled management of project artefacts is the key to success. For all implementations, there are several stages that must be successfully navigated in order to keep the project on track in regard to scope (requirements), budget and expected time frames for completion of delivery.

The MHR Technical and Analytics PM will establish a conduit between the client and the consultancy and training delivery team, ensuring all requirements/actions aligned to the project are clearly articulated across both the MHR Technical and Analytics and client teams. A high level of project governance will be applied throughout, with a baselined project plan jointly created and agreed with the client, agreement on resource availability and confirmation of consultancy bookings, together with the creation and continued monitoring of a Risk Issues Assumptions and Dependencies (RAID) log.

As each phase (milestone) is completed there will be formal sign off via a stage gate (to pre-agreed criteria) to ensure the project is controlled and delivered appropriately. During the

testing cycles formal issue logs will be created and monitored to ensure that all reported issues are reviewed and resolved prior to formal transition to a Business as Usual (BAU) state.

If for any reason there is a requirement to adopt agreed changes to the project, then these will be formally managed via a Change Control Request (CCR) which will require formal sign off by both parties to ensure clarity on deliverables and thus remove any ambiguity for the remainder of the project delivery.

To ensure continued communication is maintained throughout the duration of the project, there will be weekly calls aligned for the project teams to discuss progress to date, outstanding actions and work packages due to commence; this will also serve as an opportunity to review the RAID log and append/update/mitigate any risks or indeed issues should they arise on the project. Not with-standing these weekly calls, the MHR PM will be contactable to discuss project progress and to assist with any ad hoc issues that may arise.

In order to commence the project, a project initiation meeting will be held to establish and base line the project in line with the commercial agreement. It is important that all key stakeholders are present at this meeting in order to confirm deliverables and sequencing of project activities. The client project team must be suitably resourced and have the relevant skill levels to interact with MHR's Technical and Analytics consultancy and training teams throughout the duration of delivery.

MHR's Technical and Analytics team can tailor delivery to suit your project needs and team composition. Often Technical and Analytics projects lend themselves to development of bespoke solutions as opposed to an 'off the shelf' product and therefore these projects can utilise agile iterative development together with incremental delivery, forming a programme of work. MHR's Technical Analytics consultancy team and training services can provide best practice development on complex solutions and control delivery into your business via a cloud-based infrastructure.

## **The Team**

Dedicated implementation consultants and trainers with a wealth of experience in delivering complex technical and analytics project across multiple industries will be assigned as leads to deliver your project in accordance with the commercial agreement, together with a fully qualified Project Manager who will monitor and control governance and delivery through to transition to Business As Usual. The following table outlines accountability of project team members from both MHR's Technical and Analytics team and the client:

Accountability	Project Board	Project Sponsor	Client Project Manager	MHR Project Manager
Delivery of Project	✓	✓	✓	✓
Overall Financial Budgetary Control	✓	✓	✓	
Change Authorisation (Scope)	✓	✓	✓	✓
Milestone payment approval (if applicable)	✓		✓	
Business Case	✓	✓	✓	
Benefits Realisation		✓	✓	✓
Project sign off	✓	✓		
Maintaining the project plan			✓	✓
Change Control		✓	✓	✓
Chairing & organising Project Board meetings		✓	✓	
Project review meetings			✓	✓
Project status reporting			✓	✓
Maintaining risks and issues logs			✓	
IT maintenance and infrastructure support			✓	✓

The Project Board is accountable for ensuring that the project is aligned with the business strategy and achieves the agreed goals and benefits within the allocated budget and timescales.

The Project Sponsor has executive responsibility for the entire project. He/she is supported by other Project Board Members [and possibly a Project Assurance team], who will focus on the quality of the delivery and its support of the business strategy. The Project Sponsor will make decisions on issues that cannot be resolved by their Project Manager and will facilitate Board level decisions where required.

## 6. Supporting Services

MHR's Technical and Analytics practice provides a range of standard services designed to ensure all our customers are supported during and after implementation and throughout the contract lifetime. It is our dedication to a **Lifetime Total Care** that ensures we are able to deliver continued optimum solutions.

## Support Overview

MHR provides a range of services designed to ensure all our customers are supported during and after implementation. Our standard support includes:

- **Service Desk** logging, available via the **customer portal** and with a manned Service Desk available from 09.00 to 17.00 hours (Monday to Friday excluding English Bank Holidays). The query can be logged by the customer through service cloud or through the dedicated support line. The call will be assigned based on the classification given by the customer and tracked through the system with an owner at all times.
- A **customer portal** where customers can log new calls, track the progress of open calls, browse frequently asked questions (FAQs), view closed calls. The web site also enables customers to arrange for procurement of software upgrades and patches as well as all available documentation.
- A dedicated **account manager** who will discuss with you your ongoing support. Regular scheduled meetings with your account manager ensure you are able to obtain the most from your implementation.
- Access to MHR's Technical Analytics Consultancy, Support and Managed Services teams for a broad range of services including training, consultancy, support and guidance.

## Support Team Experience

Your first port of call is usually with a member of our Support team, who are very experienced in our technical and analytics technologies. This team is assisted by the product planning, product support and product development teams.

We have continued with our programme of investment in respect of staff training with our key support and implementation consultants regularly undergoing product and process certification.

## Account Management Team

The account management team is responsible for strategic matters, service reviews, optimising the relationship between MHR's Technical and Analytics team and you (in terms of value for money), customer visits and commercial discussions. Although rarely needed, an escalation process is defined within the Standard Terms and Conditions enabling any problems to be dealt with effectively and in a controlled manner by the team.

## Planning & Research

Our planning and research team comprises professionals who have either worked in senior positions, gained qualifications or have extensive experience of business practices. The team monitor the emerging business requirements through:

- Attendance at partner conferences and events
- Feedback from the MHR's Analytics Customer Advisory Board, which occurs twice a year
- Internal and external research projects and surveys with business professionals
- Attendance at leader forums

The team regularly feedback findings to customers through a series of events and publications, by:

- Roadmap presentations at the MHR's Analytics Customer Advisory Board
- MHR's Analytics roadshows throughout the year
- MHR's Analytics Summit annual event

## **Customer Advisory Board**

The MHR's Analytics Customer Advisory Board is open to those organisations using or committed to the use of our range of products and services. The Customer Advisory Board meets twice a year and has been created to encourage the exchange of information on a voluntary basis between members, with the aim of allowing customers to share best practices, challenges and ideas. It also ensures that the MHR's Analytics product roadmap is aligned with customer needs and that customers are satisfied with the service and communications they receive from MHR's Technical and Analytics team, as well as offering early insights into future trends and technologies.