



G-CLOUD 15

MHR Learning

Management System

Service Definition

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

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The Company

Background

MHR is a privately owned UK company established in 1984, specialising in the development, implementation, and support of HR and payroll software and services. We work with major organisations across the public sector, including local authorities, central government, higher education, health, and emergency services, as well as a wide range of commercial sector. Our solutions are underpinned by advanced analytics to deliver targeted insights that enable informed decision-making.

In addition to software, MHR provides comprehensive outsourced payroll services, ranging from payslip printing and distribution to full payroll processing and fully managed payroll solutions.

The company has grown steadily and now supports more than **1,300 customers** and employs over **900 staff**. With a dedicated focus on HR and payroll, MHR is one of the largest independent software houses in the UK. Our operations are based at the MHR Campus in Ruddington, Nottinghamshire, which includes a secure, state-of-the-art data centre supporting our SaaS and outsourcing services.

Since our formation, we have demonstrated consistent financial stability and growth. This strong position enables continued investment in customer support, service quality, product enhancement, and new product development.

MHR is committed to delivering high-quality payroll and HR solutions, complemented by a full portfolio of specialist training, implementation, and support service, ensuring our products continue to generate long-term value for our customers.

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

MHR is proud of our prestigious customer base. These include organisations such as the Department of Digital, Culture, Media and Sport, Admiral Group, UK Export Finance, The Salvation Army, UK Parliament, The Senedd, Scottish Parliament, The British Legion, The Forestry Commission, Scottish Courts & Tribunals, The British Library and Historic Royal Palaces.

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

MHR Learning Management System

Solution Overview

In order to provide an end-to-end learning journey, MHR is also able to offer a complete award winning, market leading Learning Management System (LMS) which doubles as a compliance platform. Some of the core benefits of the MHR LMS solution includes but is not limited to:



Based on the proven LMS platform which has well in excess of 2,000 implementations worldwide. MHR are experts in the technology and we implement and provide full ongoing support for the solution.

The MHR LMS is a highly configurable system which allows the user journey and navigation to be defined to suit local requirements and drive user engagement. The MHR LMS regularly ranks 1st in terms of ranking LMS' for usability.

Supports the three key approaches to learning - namely e-learning, classroom and virtual Instructor led training (VILT) as standard. For VILT, any webinar technology is supported as standard, but there is tight integration with Teams, Zoom and Webex. There is also a configurable external learning screen which allows the capture of additional external (off platform) training / learning or any activities individuals may complete or require to track.

Accepts content in a variety of formats including SCORM, xAPI, AICC and LTI content standard etc. As well as numerous others including ODS, JPEG, PNG, GIF, MPG, MP4, PPTX / PPT, MP3 etc. This allows existing customer content to be seamlessly consolidated onto the MHR LMS allowing customers to continue to benefit from their original investment.

Various levels of reporting including individual users having access to a My Activity screen (depicted), Managers having a dynamic My Team view and Sys Admins having pre-built and configurable reports which can be distributed. MHR can also offer sophisticated advanced analytics techniques e.g. presenting data through Power BI.

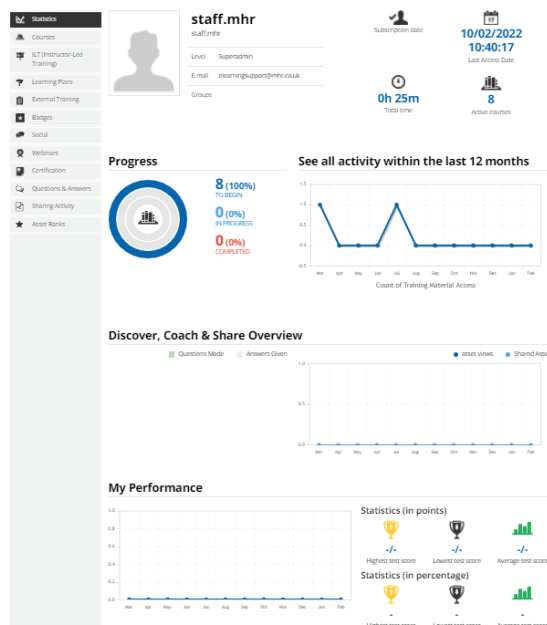
As standard, the LMS allows easy assignment of courses, sessions, learning plans, etc. to users based on their profile attributes.

The creation of structured learning plans / learning pathways that engage users and provide the required outcomes.

There are numerous options in terms of setting and managing reminders / escalations within the LMS. For context, there are around 120 events that can be set to trigger notifications.

Support for a variety of learning formats e.g. podcasts, videos, micro learning, curated content and including gamification, virtual badges and rewards to drive engagement.

Configurable observational checklists feature to improve engagement for areas such as the annual performance process. This can allow questions to be posed and embedded in a course



shell. This can be supplemented with learning, feedback forms, tests, certificates etc as required.

- An intuitive course player allows learners to easily navigate through training and pause and resume learning as and when required.

Optional data migration capabilities to allow for historic course completions to be ported and rendered on the MHR LMS to drive future renewal course triggers.

E-signature functionality to better confirm identity of the user for critical areas such as adherence to data security policy etc

A mobile app (Android and IOS) which will adopt branding from the main MHR LMS. Menus and pages can be altered to suit.

Proven integration capabilities through the extensive and published APIs – including productised, out of the box supported integration with MHR's own HCM solutions as well as numerous others to make the user experience seamless.

The web front end (supports multiple browsers such as Chrome, Edge, Safari etc) infrastructure has all of the expected security, encryption and GDPR protocols which are actively enforced and managed under the ISO27001 framework hosted on AWS (Amazon Web Services).

Features such as 53 enabled languages allow users to navigate and learn in their native tongue where appropriate.

Single Sign On (SSO) capabilities with support for multiple protocols.

A committed edict to providing accessible experiences for all users, regardless of their abilities or impairments and the LMS complies with WCAG2.1 AA standards.

A rapid, proven rollout based on an Assisted Build with supporting upskill to ensure customers are proficient in the use of the LMS and are self-sufficient.

Flexible incentivised concurrency licensing to ensure maximum reach with minimal outlay.

Hugely modular with a focused and structured roadmap. Supported optional elements (subject to commercial agreements) including but not limited to a social learning module and learning impact analysis.

Content Options

MHR offers a content library to complement the LMS, which constitutes an extensive library of off the shelf content and is one of the largest curated e-Learning libraries made from the world's top training providers (200+). This valuable resource can help to cover key areas including, but not limited to, compliance, safety, business skills, leadership & management, technology, wellness, DEI and more industry specific courses. From an MHR perspective, it is available in subscription bundles – of 30, 100 or Premium (which is all items in the catalogue) and this will align to the concurrency on the MHR LMS for monthly access.

The Content Hub constitutes a mix of immersive content of differing lengths and types.



MHR also offers a content creation tool for the building of bespoke training materials by any organisation, pricing available upon request.

Cloud Delivery

Our iTrent service is a fully hosted cloud-based application delivered to you from MHR's own secure and private UK data centres. The only requirements of customers to access the solution is a client device with an active internet connection and supported web browser.

The service is provided with an uptime SLA of 99.8% 24/7/365.

The infrastructure and service are fully managed, maintained and monitored by MHR's dedicated cloud services team. The cloud services team's sole responsibility is to ensure smooth running and availability of the hosted service.

Our People First offering is a cloud native SaaS application that is hosted in (Microsoft Azure.

People First is developed and managed inhouse by MHR and is provided as an always on service delivered to an uptime SLA of 99.8% 24/7/365.

The only requirements of customers to access the solution is a client device with an active internet connection and either a supported web browser or our mobile Application available from the Apple and Google Play store.

Organisations that operate in multiple countries or have plans to expand globally require a flexible IT architecture to ensure business growth, producing incredible demand or high-stability, superior quality networks that keep pace with technology and changing demands.

Given the pace of growth in information, respecting our customers' data privacy is paramount. We must do our part to make sure it's managed in a way that maximises its protection efficiently, while providing users with the speed and reliability they need to achieve their learning goals – no matter where they are in the world.

That means we must also give our customers the mechanisms necessary to meet the requirements of regional data privacy compliance requirements, such as the General Data Protection Regulation (GDPR) in the EU or the Personal Information Protection and Electronic Documents Act (PIPEDA) in Canada.

A cloud-based, regional hosting approach to data management, using Amazon Web Services (AWS), delivers unmatched service, speed and security to everyone who uses our LMS platform – anywhere in the world.

Physical data centres for our LMS are located across the globe. The MHR LMS customers are served in:

London (UK)

Ireland (EU)

Frankfurt (EU)

Virginia (US)

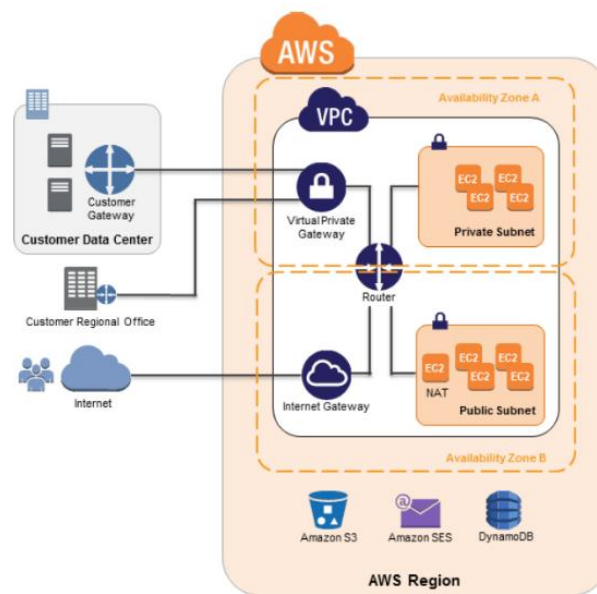
Sydney (APAC/Australia)

Montreal (Canada)

Using the proven infrastructure, MHR is focused first and foremost on configuring and delivering a cloud-based LMS platform that meet our customers' needs in their entirety. We rely on Amazon Web Services (AWS) to deliver a high performing and reliable regional cloud-based learning platform to the learning and development (L&D) marketplace.

Regional hosting with AWS gives the MHR LMS the ability to not only provide lightning-quick product updates to our global customer base, but also provides our clients the confidence that their data is secure and can be reliably accessed at all times, no matter their location.

Improving our cloud infrastructure with regional hosting provides higher levels of redundancy, enabling high availability, disaster recovery, and business continuity to produce a better overall SaaS experience.



Failover: The ability to withstand regional system failures, enabling part or all of a system to effectively transition load within the same region.

Latency: Processing and serving non-static data without the overhead of long network hops.

Improved Scalability: Cloud servers can easily add more resources to their cluster to tackle heavy loads on the fly.

Minimised Downtimes: Generally, if a server goes down, there's no choice but to wait until the provider solves whatever the issue might be. With cloud-hosting, that isn't the case, as there isn't a single point of failure.

Self-scalability and Redundancy: The physical and logical separation between the application engine and the user-generated content (Learning Objects and Custom files, etc.). This separation allows The MHR LMS to serve the user's request from multiple web servers instead of a single server. Scalability is a direct application of the same logic: when a high load of traffic is detected, new backend areas are added to resolve a user's request and properly manage the increase in traffic.

Disaster Recovery: If both availability zones fail, The MHR LMS performs a disaster recovery action to recover the situation and re-establish the service. The MHR LMS recreates the described architecture in a new Amazon availability zone. Disaster recovery sites are located in the same area of the main site, but in an opposite zone.

Content Delivery Network

The MHR LMS' state-of-the-art CDN is a globally distributed network of servers that replicates static content to a specified location that's close as possible to a user's location, which reduces latency issues and improves the speed of content navigation.

This is crucial to organizations that require content to be distributed at the highest of performance standards to end-user's located across multiple geographic locations.

For example, videos uploaded to The MHR Learning Management System learning platforms are delivered to end-user's via the CDN. This way content is served by the closest available data centre to that user, which allows speedier loading times and the ability to increase the number of concurrent supported users.

Regional Hosting and Data-Privacy Regulatory Compliance

Compliance is often driven by the regional regulations that govern data privacy. Data sovereignty and General Data Protection Regulation (GDPR) requirements will often impose restrictions that can only be successfully addressed through some flavour of a regional strategy. In these cases, you may find yourself balancing the complexity of deploying and managing a more complex architectural footprint.

The MHR LMS Enterprise customers are allowed to specify the location where their personal data will be processed within the AWS Network.

Moreover, The MHR LMS' compliance with GDPR and other privacy regulations is reinforced through the information security management system (ISMS) and a comprehensive information security program that includes a full set of controls implemented in accordance with ISO 27001 and AICPA SOC 2 (managed by a dedicated security team). The MHR LMS is developed, maintained and operated through a Software Development Life Cycle (SDLC) and a Change Management process, including the security by design principle, and the highest security and quality standards.

Regional Hosting for a Superior Learning Platform Experience

The phenomena that are regional clouds and regional hosting is an incredibly exciting development in the SaaS universe. In The MHR LMS' case, its growing global footprint (and that of its customers with employees at multiple locations around the world) has begun to expound a reality in which there is a need to move from static learning content distribution to a regional cloud model that places more emphasis on availability, performance and regional compliance considerations.

Doing so requires SaaS organisations to introduce new and custom mechanisms to achieve regional goals. With a cloud-based, regional hosting model powered by AWS, The MHR LMS has laid the foundation its customers need to enjoy its platform at the speed, reliability and security they expect to make the most of their corporate learning strategies, while bringing together and empowering their learners – no matter where they are in the world.

Implementation

Setting the Standards

We strive to deliver excellence in implementation support to ensure that our customers gain maximum benefit from their product investment. Our team of consultants and solution specialists use a proven methodology that has evolved over many years of successful projects 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 including an assigned Service Manager.

Approach

Our proven methodology can scale and flex to suit budgets in conjunction with the scope, nature and size of the project.

The LMS rollout is based upon a task-based onboarding / enablement program organised around specific use cases. This allows the customisation of training topics and the configuration task list so that the administrator is fully conversant to ensure it ultimately meets our customers' learning requirements.

The level of effort required by customers varies depending on the complexity of the deployment. We have adapted our approach for the implementation based on countless rollouts and customer feedback to now lead with our Assisted Build.

Assisted build – is based on agreed parameters and scope (see below) whereby MHR takes the majority of the build effort away – a typical scope is outlined below:

- Initial Branding

- Configuration of platform settings (language, privacy policy, T+C's)

- 15 Categories

- List of locations and classrooms

- Courses with 50 Materials

- 50 Certifications

- Up to 10 learning plans

- Up to 15 Catalogues

- 5 Additional Fields + 1 Import

- 3 Standard Power User Profiles, Allocation of 20 Users

- Up to 30 Automatic Groups

- 20 Enrolment Rules

- 1 Certificate template

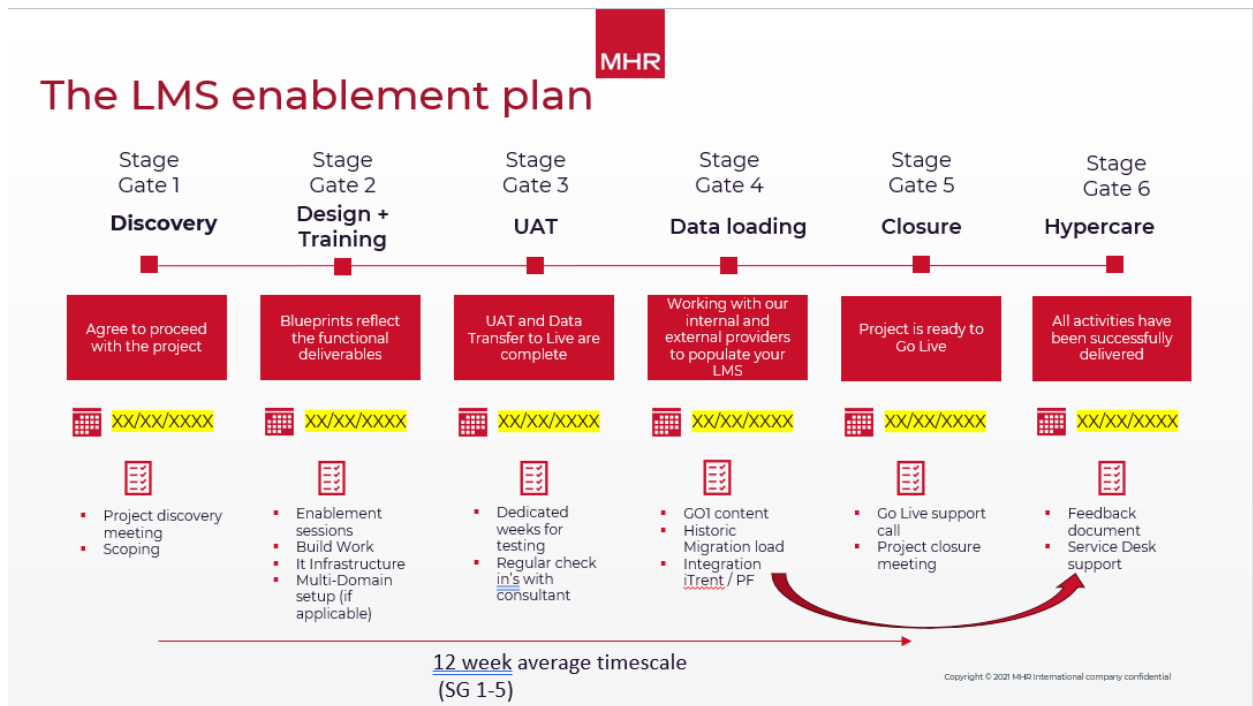
- 5 Notifications

- 2 Homepages and 2 Menus

- 5 Bespoke LMS Reports

Checkpoint reviews (normally around 4) take place throughout the build process to ensure the customer remains engaged, the build is on-point and there is supporting upskilling (fundamentals and advanced) as well. This approach is ideal where customers have stretched resources and also ensures the build quality is optimised. There will still be identified tasks for customers to complete e.g. self learning through the University, setting up SSO with MHR's guidance etc.

The below is a high-level depiction of the Assisted build approach for the core LMS, other options would be incorporated on the final version dependent upon the overall scope e.g. if Content is taken from MHR. The timelines can be condensed potentially based on prior agreement.



The approach is proven and driven to ensure customers are self-sufficient and the LMS configuration meets their needs. We do supply some advice on best practices and are able to illustrate pros and cons of certain configuration choices.

The Team

MHR has a dedicated team of solution specialists, implementation consultants and trainers with a wealth of experience in delivering complex projects across multiple sectors and industries. A lead consultant is assigned to each LMS project to deliver the solution in accordance with the agreed commercial agreement.

Training

In all cases, training will be tailored to a customer's specific requirements and targeted at the roles who attend the course or consume the training material. The Assisted Build outlined above ensures the platform is optimised to drive user engagement and our fundamental and advanced training on the platform coupled with access to the University, ensures customers are proficient and self-sufficient in the support of the LMS ready for go live.

Support Overview

Standard Support: 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). Through a dedicated support line customers are able to contact the service desk whereupon each call is given a unique reference number. The call is assigned to the appropriate member of the support team for resolution and is owned and tracked at all times by the service desk. This is communicated to the customer once the issues are solved.

- A customer portal where customers can log new calls, track the progress of open calls, browse frequently asked questions, view closed calls and receive forward notice of imminent releases. The web site also enables customers to download upgrades and patches as well as all available documentation. A rolling two week patch and fix schedule is published on the extranet, as is an up-to-date list of all existing patches and fixes.
- the customer portal comprises a powerful search facility of existing support materials (e.g. documentation, articles, patches, calls) and is available 24/7.
- a customer relationship manager who will discuss with you your ongoing support. Regular scheduled meetings with your customer relations manager ensure you are able to obtain the most from your implementation.
- access to the MHR professional services team for a broad range of services including training, business process improvement and business consultancy.

Support Team Experience

Your first port of call is usually with a member of our front line service desk who are experienced in our own solutions and usually with at least two years employment working elsewhere in the business. 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 and now have 95.5% of our service delivery teams qualified or studying in CIPP and CIPD.

Account Management Team

The account management team is responsible for strategic matters, service reviews, optimising the relationship between MHR 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 HR & payroll positions, gained qualifications in payroll or have extensive experience of payroll business practices. The team monitor the emerging business requirements in payroll and HR through:

- attendance at HMRC Software Developers Meetings; these are held several times a year, dealing with all e-business matters.
- attendance at British Computer Society Payroll Specialist Group Meetings; held several times a year. Representatives from the HMRC and other Government departments update software developers on current and planned future initiatives.
- a close relationship with the HMRC, leading to our being invited to take part in consultation exercises and critiquing documentation prior to release by the HMRC.

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

- hosting customer panels

- attending customer user groups and forums
- Running regular online Webinars
- Delivering podcasts and producing blogs
- issuing annual legislative briefing documents
- hosting Year End roadshow seminars to communicate changes and help payroll staff plan for the impending Year End.
- Early customer (Beta) programmes to elicit feedback during the development of new features.

The team also host twice yearly IPP Regional (Nottingham) meetings.

User Groups

MHR hosts events at our MHR Campus that customers are encouraged to attend to learn about future developments and to have their input as what they would like to see developed. MHR also runs regular remote customer events via webex.

Regular regional and industry specific user groups are run throughout the year by users which are supported by MHR.

Customer Panels

Customer panels are an integral part of our feedback process and are held on a regular basis. These panels enable customers to have a direct input into the development of the software and service provided by MHR. The panels also give customers a good opportunity to network and establish best HR & payroll practice.