



G-CLOUD 15

Microsoft Power BI

Consultancy and Training

Services Pricing

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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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1. The Company

1.1 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.

1.2 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.

Power BI Consultancy Services

2.1 Overview

MHR Analytics team offer services centred around the market leading Microsoft PowerBI product and associated products in the Microsoft Power Stack, namely Power Bi, Power Query, Power Automate and Power Apps. These services extend from enabling a client to train with the product, specific dashboard and analytics deliverables and into wider data projects, specifically around data warehousing (including Cloud initiatives utilising Azure and Databricks).

2.2 Services

- Review of current requirements and business problems.
- Workshops to discuss dashboard, visualisation and reporting requirements.
- Creation of content be this reports, dashboards or visualisations.
- Connectivity to a wide range of data sources in a business.
- Assistance with automation and administration.
- Setup connectivity to on-premise data sources.
- Set-up of live connectivity, automatic or scheduled data refreshes and incremental refresh.
- Helping the customer use features of the product to their advantage (i.e. mobile, machine learning).
- User training sessions and skills transfer.
- Transition from reporting strategy to full cloud data strategy.

2. Implementation Services

3.1 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 data 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.

3.2 Approach

As part of very successful project implementation by MHR and its Analytics team, 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 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 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 at any time 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 consultancy and training throughout the duration of delivery.

With the capability to work in both a waterfall or agile project delivery methodology or a hybrid of the two, MHR can tailor delivery to suit your project needs and team composition. Often 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 consultancy and training team can provide best practice development on complex solutions and control delivery into your business via a cloud based infrastructure.

3.3 The Team

Dedicated implementation consultants and trainers with a wealth of experience in delivering complex 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 and the client:

Accountability	Project Board	Project Sponsor	Client Project Manager	MHRA 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.

3. Training

MHR's Analytics team has the accredited Microsoft training team that can provide the standard or a "fast track" training course(s) geared to provide end reporting users enough information for

a customer's team to take the tools and then build out from there. This course covers the specific topics;

- Discuss and provide an overview of Business Analytics
- Overview of Power BI, covering the user Portal, Visualizations, Dashboards and explain differences between the Power BI Desktop & Web Service
- Introduction to the Reporting interface and overview of workshops
- Creation of basic reports and discussing various methods that can be used whilst building your reports
- Publishing reports/visualizations to the Web Server
- Introduction to Data Sources & Creation of an App Workspace
- Importing Excel data onto the Power BI Server and extracting data for local reports, discussions and demonstrations regarding loading data from a sql server database
- Differences between DirectQuery and Importing Data
- How to refresh data
- Creating visualizations, filtering and formatting your data
- Using the analytics and Fields panel/pane. Become familiar with aggregation methods
- Utilising the Play axis and tooltips facilities (ability to download an add in may be required)
- Working with maps
- Creating Hierarchies & Drill-Through's and adding tabs to your report
- Creating Dashboards and familiarity with the interface (using the Power BI Web Server)
- Discussions and overview/introduction to more complex tools within the reporting interface, such as DAX and basic formulas. Editing your query and creating groups. Introductions to joins/relationships
- Using quick measures to create calculations

4. Supporting Services

MHR 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.

5.1 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 the MHR's Analytics Consultancy, Support and Managed Services teams for a broad range of services including training, consultancy, support and guidance.

5.2 Support Team Experience

Your first port of call is usually with a member of our Analytics Support team, who are very experienced in data and analytics technology. 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.

5.3 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.

5.4 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

5.5 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 Analytics product roadmap is aligned with customer needs and that customers are satisfied with the service and communications they receive from MHR's Analytics team, as well as offering early insights into future trends and technologies.