

G-CLOUD 15

CCH Tagetik

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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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.

1.3 Security Accreditation

MHR has certification to the ISO 27001:2013 Information Security Standard for all locations and operational areas. The assessment was undertaken by Lloyds Register Quality Assurance and follows a 12 month internal program based on the continued commitment to the principles of confidentiality, integrity and availability of information. Of particular importance has been the widespread use of risk assessment methodologies and technology to support the implementation of strong policies in such areas as password management, anti-virus measures and business continuity.

MHR are also Cyber Essentials plus certified.

1.4 Experience

MHR are 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.

2. Tagetik CPM

CCH Tagetik is a leading finance transformation platform. A single platform that delivers budgeting, planning, close, consolidation and disclosure reporting, account reconciliation & transaction matching and regulatory reporting which includes support for ESG & IFRS16.

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.

Tagetik provides a centralised data store for management information, which is flexible, secure, auditable and encourages collaboration. Users have the choice of a browser or Excel user

interface depending on their requirements, but at all times users are reporting, analysing or planning on the same data set, a “single version of the truth”.

Data models are typically a Management and Consolidated P&L, Balance Sheet model with data structures specific to the business (e.g. Chart of Accounts hierarchy Cost centre, Department etc.) and the calculation logic can be specific to your requirements, but as it is centralised it is a consistent, trusted calculation across the whole organisation. Tagetik also supplies a leading solution for IFRS16 compliance and has multiple successful implementations across the private sector. This is a significant business requirement for public sector organisations in the coming years.

MHR Analytics partners will help you design and build these application models for your own specific business requirements.

Tagetik is delivered as a Software-as-a-Service (SaaS) solution to provide a managed, secure environment for your management information and your reporting, analytics and planning requirements.

2.2 Features

2.2.1 Features

- Financial modelling and planning solution
- Pre-built close consolidation and disclosure reporting application
- Pre-built Account Reconciliation & Transaction Matching engine
- Pre-built IFRS, FRS 102 Lease Accounting solution
- Pre built ESG reporting system
- Objective & Generative AI capabilities
- Comprehensive range of API's to Integrate data
- Full Security built in
- Flexible Workflow configured for your organisation's tasks
- Inbuilt Analytics
- Automatic consolidation of submissions
- Excel or browser user interface
- Saves significant time on manually creating forecasts and on maintenance
- Takes away Inherent Errors and lack of accuracy & trust in numbers
- Aligns plans and analysis with business growth
- Manages multiple hierarchies
- Able to plan down to granular level

3. Cloud Delivery

The service will be delivered to you from Tagetik's data centres, via AWS, provided from a dedicated application server from a dedicated database.

4. Implementation

4.1 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.

4.2 Approach

There are three phases of implementation, starting with scoping, within this phase we will spend time with the key project stakeholders to identify your needs. We will need to understand infrastructure and remote access options for consultancy delivery off site (if applicable), legacy data availability and its associated integrity. The scoping exercise will provide us with enough information to be able to confidently estimate the number of days needed to configure the solution.

The build phase, following the agreement of the scope for the solution, MHRA partner consultants will configure the solution and load customer verified data to the environment. At this point, the application will be presented back to the customer project team who are responsible for conducting User Acceptance Testing of the delivered solution. Where errors or configuration change requirements are found, the MHRA partner team will review the application build to ensure correct End to End functionality is delivered.

The final phase is business as usual (BAU), upon completion of User Acceptance Testing and sign off by the customer, the project (or phase) will be formally closed by both the customer and Project Managers. User training will be delivered to project team members for UAT; however, once in BAU further end user training can be delivered at any time. During BAU, the customer will be fully equipped to use the budgeting planning forecasting, reporting and analysis capabilities as delivered whilst in project. Any issues that are encountered during BAU can be directed to the Support Teams via the contact details provided upon project close down.

4.3 The Team

Our Financial Performance Management team and partners consists of experienced professionals in Finance and Accounting, with many years of experience in using and delivering Tagetik solutions. Their goal is to ensure that you obtain maximum benefit from using the solution. Using proven methodologies and supported by companywide experienced personnel, the team is powerfully equipped to deliver expert services to our customers. Their level of knowledge is extensive, many holding formal qualifications in their discipline.

4.4 Training

As part of the project users are given a comprehensive explanation of how to use the solution. Within the solution there are easily and readily accessible step by steps guides and tutorials for every step of the processes within the product.

5. Supporting Services

MHR and partners provide 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. First Line support will be provided by Tagetik's support staff, supplemented by support from our implementation partners.

5.2 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.

5.3 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 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 Analytics Customer Advisory Board
- MHR Analytics roadshows throughout the year
- MHR Analytics Summit annual event

5.4 Customer Advisory Board

The MHR 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 Analytics, as well as offering early insights into future trends and technologies.