

Smoothing the transition to large scale ERP

Land Registry



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The support from Hedra, a Mouchel Group company, enabled Land Registry to significantly reduce administration and pave the way for a successful SAP implementation.

What was the challenge?

Land Registry had committed to implementing a large scale Enterprise Resource Planning (ERP) project capable of supporting 9,000 employees across 26 locations. As well as facilitating the ultimate delivery of HR Self Service via an HR Service Centre, the project also encompassed an SAP solution, outsourced payroll services and an externally hosted infrastructure.

For Land Registry, a successful implementation was critical in order to maximise acceptance of the move to an internal HR Service Centre to support the organisation. Having limited internal experience of managing a project of this scale, or specifically of ERP solution development and deployment, Land Registry asked Hedra to provide consultancy and support throughout the key stages of the programme.

How did Hedra support Land Registry?

The implementation of ERP solutions can prove extremely complex and expensive. This type of project requires a robust business case and a sound plan for managing the change process if the benefits quantified in the business case are to be realised.

As specialists in a wide range of ERP solutions, Hedra, a Mouchel Group company, was able to call upon its extensive, in-house ERP expertise. Hedra consultants undertook a detailed analysis of the existing payroll and HR functions, providing informed advice and guidance to Land Registry in defining realistic and achievable outcomes. This became an important benchmark for future assessments of project success.

In support of the procurement of outsourced payroll and IT services, Hedra advised and managed the procurement alongside OGC. Finally – and crucial to the financial performance of the project – contract negotiations were satisfactorily concluded with Hedra's help.

What was achieved?

To date, Land Registry has reduced its HR administrative burden considerably, enabling Land Registry's plans for a single HR Service Centre to be put into motion.

The close relationship between Land Registry and Hedra continues as the project currently progresses through its implementation and roll-out phases.

Importantly, it is recognised that the SAP implementation would not now be underway without Hedra's project management skills and supporting business case.

“Hedra's management is recognised by Land Registry as not only delivering a successful programme on time and on budget, but also leaving Land Registry's HR with a greater ability to manage and deliver its own programme of change - this will prove invaluable in managing our HR Service Centre.”

Head of Human Resource Policy – Land Registry