

Case Study

Transitioning Services to ELFS



NHS
Milton Keynes
University Hospital
NHS Foundation Trust

Trust
Milton Keynes University
Hospitals NHS Foundation Trust

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Ensuring there is a seamless transition with no disruption to Business as Usual is essential when considering changing service providers.

ELFS worked closely with Milton Keynes University Hospitals Foundation Trust (MKUH) to deliver a seamless change in Payroll service provider.

Delivering More

ELFS has a tried and tested approach to ensure the seamless transition of services from its current provider into ELFS delivery centres and utilises this approach, across all of the services that we provide, ensuring there is no disruption to “Business as Usual”. Our experienced team lead the project to transfer services into ELFS and we work with clients and existing suppliers to ensure a successful, seamless transition.



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Payroll Implementation for Milton Keynes University Hospitals (MKUH)

Case Study Overview

Following award of the Tender, and working in partnership with key staff at MKUH, a jointly owned project group was formed to ensure the objective, scope of work and approach was agreed for a smooth transition.

A dedicated ELFS project and payroll team led the project covering project management, consultation, due diligence and engagement with the previous provider. These ELFS resources continued to work on the contract post implementation ensuring continuity of knowledge.

Challenges

- **Successful onboarding 4,300 monthly and 1,500 weekly paid employees with no adverse impact to pay.**
- **Achieving tight project timescales.**
- **Ensuring accurate and timely ongoing payments.**
- **Addressing issues from the previous provider who had not been using ESR Auto enrolment processing sets at the time of transfer.**



Solutions

The ELFS team worked with MKUH colleagues to adapt ELFS transition approach to meet some specific requirements in MKUH's payrolls

To ensure continued full compliance on pensions ELFS proposed and undertook a full auto re-enrolment within 6 months of transfer of services to ensure all records were correctly assessed and correct elements added.

Results

Services were seamlessly and successfully transitioned from the previous provider into ELFS delivery centre with no issues arising. Having identified the autoenrollment issue during transition we put on place actions to assess the current position on a regular basis, with all required actions updated in ESR and, in line with workplace pension legislation, re-enrolment was scheduled for every 3 years.

Future Plans

MKUH were grateful to ELFS for ensuring a high-quality transition of its payroll into ELFS delivery centre and for addressing the issue with regards to auto-enrolment created by the previous payroll provider. As a result of this work, the Trust is now fully compliant and pension history is stored within ESR enabling identification of changes for audit purposes.