



# Cut NHS HR Costs. Fast.

Discover a smarter way to run NHS HR with HR Agent,  
powered by IBM, delivered by Trustmarque.

“We are now requesting that all NHS providers reduce their corporate cost growth by 50% during Quarter 3 2025/26. These savings should be reinvested locally to enhance frontline services.”

[Sir James Mackey, Chief Executive, NHS England](#)

The mandate is clear. With the NHS facing unprecedented cost pressures, leaders must act decisively to modernise back-office operations and reinvest savings into frontline care. HR Agent, a conversational AI platform, powered by IBM and implemented by Trustmarque, helps NHS organisations radically reduce HR costs, improve staff satisfaction, and streamline service delivery.



## The challenge faced

The NHS must reduce spend on support functions to April 2022 levels, within a tight timeframe. HR teams - often still reliant on fragmented, multi-channel service desks - face the brunt of this pressure.

Layered on top are growing demands for faster onboarding, greater compliance, streamlined employee support covering a 24x7 work week, and pressure on headcount. Traditional approaches simply won't scale.



## HR Agent, powered by IBM, delivered by Trustmarque

HR Agent is a secure, NHS-ready conversational AI agent, built on IBM WatsonX Orchestrate, that automates and simplifies HR support across your workforce. It delivers instant, 24/7 access to HR services and information through web, mobile, and collaboration tools like Microsoft Teams. No tickets, no wait. The implementation is fast and flexible. HR Agent is built on IBM's 'Eliminate, Simplify, Automate' approach, cutting waste, removing duplication, and making HR support easy, fast and consistent for everyone.

### PHASE 1

Trustmarque works with your HR team to ingest policy documents and FAQs. These are typically live in a matter of weeks.

### PHASE 2

Introduces integration with platforms like ESR, Workday or ServiceNow, enabling full end-to-end automation of HR tasks such as onboarding, leave requests, and job transfers.

### YOUR TEAM

Like frontline staff, night-shift nurses or junior doctors - can access instant answers on leave entitlements, maternity pay or relocation processes without relying on HR opening hours or waiting on ticket queues.

# What NHS Trusts are achieving with HR Agent



NHS Trusts are already setting up their own HR agents using IBM Orchestrate and getting results:

## University Hospitals Coventry and Warwickshire NHS Trust

- ✓ Automated 758,000+ HR transactions with 94% of calls resolved by their HR Agent - People Assist - without escalation
- ✓ Executive usage at 93% and manager usage at 96%
- ✓ 306 out-of-hours user access logged
- ✓ Projected savings of **£232,361**

## East and North Hertfordshire NHS Trust

- ✓ Forecasted annual savings of **£107,310** by shifting to their HR agent - Enquire
- ✓ 3370 hours of time saved over 6 months through automation
- ✓ Delivered a consistent, anonymised support experience—boosting workforce confidence

## Key benefits and savings

- ✓ Immediate go-live with phased rollout
- ✓ 24/7 access to instant support, ideal for shift-based workers
- ✓ Maintain capability and improve performance as resources get tighter
- ✓ Typically delivers ROI in under 12 months
- ✓ Big productivity gains with hours of admin time saved daily
- ✓ An opportunity to name your HR agent, making it personal to your Trust
- ✓ Up to 61% reduction in HR service desk ticket volumes\*
- ✓ 75% faster HR transaction execution\*
- ✓ 94%+ queries resolved without escalation\*
- ✓ 75% employee satisfaction with high trust in information\*

\*Stats based on IBM's usage of AskHR, its internal HR tool, in use since 2017



## NHS Smart Spend Initiative

Trustmarque is a UK-based, proven and trusted IT partner to the NHS, supporting over 60% of healthcare organisations across all four UK nations.

As one of the top seven IT suppliers to the NHS, we've launched our Smart Spend Initiative to help the NHS release rapid savings, increase capacity to care, enabling Trusts to transform at speed.

## Take action now

The savings mandate is here. Transformation can't wait. HR Agent is a rapid, proven, scalable and NHS-compatible solution to reduce cost, boost efficiency, and deliver immediate results in HR support. Trustmarque will work alongside you to configure and deploy your HR Agent to meet your specific workforce, technology, and operational needs.

Let us help you work out the ROI for your Trust to meet the productivity and cost reduction challenge. Let's reinvest in care where it counts.

Let us help you focus  
on care, not costs.

Contact Trustmarque's NHS Team today.

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