



# HR in retail

Impact of time



Protime has meant less **administration work in the stores** which allows operations to better focus on the customers

- Albert Heijn

Online, multi-, omni- and cross-channel retail techniques have a huge effect on purchasing behaviour. This forces retailers to review their go-to-market strategy. The wider availability of affordable technology and continuously changing national labour laws have created an entirely new playing field in Retail.

The greatest efficiency gains are in optimising the HR processes, mostly because the Retail sector is so labourintensive. Improved processes create opportunities to allow employees to work on self-development and customer contact which benefits the customer.

Everything starts with the streamlining of the processes.

Protime works as a knowledge partner with Fashion Club 70, one of the most renowned fashion distributors in Europe. It represents more than 70 top brands in more than 1700 boutiques throughout the Benelux. Fashion Club has a clear objective: loyalty, personal service and building long-term relationships with both customers and manufacturers.

At FashionClub70, Protime shows how HR solutions can shape the future of retail.



## Regulations

AAAlbert Heijn is in the midst of a massive (and successful) expansion in Belgium. Jeroen Kuijpers's main challenge is understanding the definitions in the regulations. Jeroen is the HR Operations Manager for Belgium and Germany. Payroll processing also needs to be more efficient and correct. Too many exceptions had to be sorted out manually. By choosing Protime in combination with SD Worx, we immediately solved all the problems.

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“It's important that partners are able to switch quickly.”

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Jeroen Kuijpers: “The biggest improvement is the simplification and acceleration of the time registration. Workers can now register their own attendance. Supervisors can also enter absences of workers in ProTeam themselves. Since we've started using Protime, there are very few exceptions. This means that the payroll processing is much clearer and correct as well. In short, Protime has meant less administration work in the shops.”

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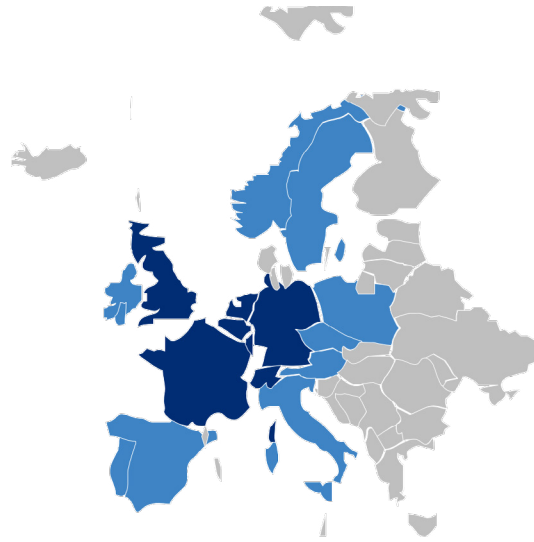
The complete payroll processing is **80% faster** than before.

- Albert Heijn

## Automation

Too often, Retail still works with manual processes. Initially they seem quick and affordable, but in the long term they are untenable. Timothy Weckx is responsible for the general HR administration and adjustment of Protime at AD Delhaize. He manages the creation of the rosters for both Proxy and AD Delhaize.

Timothy Weckx: “The biggest challenge was the correct processing of all worked hours. Before we started working with Protime, these were provided by the staff, after which everything had to be checked manually. At the time, this was only for 2 shops. When we expanded, this system was no longer tenable and we had to look for a more efficient solution. “Protime's time savings and wide employability were the deciding factors for AD Delhaize.



“Both **HR and IT** resolutely opted for Prottime.

- Andres/Xandres

### Simplicity

Simplifying complex processes is one of the most underestimated improvement pathways within HR. Andres/Xandres recorded an 80% improvement in terms of speed. Roos Vandenbussche, HR Officer, explains: “Prottime saves us time. The complete payroll processing is 80% faster than before.

The employees also save time because they no longer have to work on paper. A major advantage for HR is that we are able to check when someone says their hours are not correct. The ProTeam work schemes show that we are legally in order in case of inspections.”

### Impact of time

Over the last few years, there has been plenty of talk about the new economic and technological reality for retailers.

But what is the best way to use this technology? Retail companies rely on Prottime for the development of their:

- Capacity planning
- Cost management
- Flexible planning at different sales outlets
- Automated payroll process
- Integration of student, seasonal and temporary contracts

Prottime has experience with these challenges across Europe. Our solutions were built to help optimise and automate inefficient processes. We already help the following companies to deploy the right people at the right time in the right place.

## Our clients testify



DRIES VAN NOTEN



caroline biss



x a n d r e s 

swatch 



**flying tiger**  
copenhagen



**Curious about what  
Protime can do for  
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