

case study

Protome in
a nutshell...

"At the airport, we simply couldn't do without Protome, because of the automation of the data capacity and the accurate monitoring of profitability."



Stan Monheim,
Autogrill Belux

Who?

Autogrill Belux

What?

Autogrill Belux is the result of the merger between the Carestel group (this includes the motorway restaurants and the subsidiary restair) and AC Restaurants. The company operates 63 motorway restaurants, 6 hotels, bars & restaurants at Brussels Airport and catering facilities in train stations and shopping centres. The parent Company, the Autogrill Group, has its offices in Milan and is active in 40 countries; it has 52,000 employees. The Protome solution is used at the airports of Brussels, Hamburg and Stuttgart.

Info?

<http://www.autogrill.be> or
<http://www.autogrill.com>

The strengths of Protome according to Stan Monheim

User-friendliness

You don't need an IT or technical background to work with Protome. I try to spend a few hours each week working with the system, and in this way I keep myself up-to-date.

Price/quality

If the strategy changes, you don't have to re-programme everything. The key users know exactly how to deal with adjusting the parameters, thanks to the excellent training they have received. That means that you can achieve considerable savings on development consultancy and therefore also on the cost of ownership.

Integrated

Protome also has the added value of interfacing in real time with both hardware – in our case, cash-register systems – and software, such as ERP systems. This means you only have to enter data once, which offers added value to your data identity management.

International uniformity

Protome knows no borders. The system can be perfectly implemented in different countries with different labour legislation, systems and languages. When I was HR manager with Restair, I saw the positive effects of Protome for our foreign subsidiaries with my own eyes.

SaaS

Software as a Service is a strategic decision for a company. One of the biggest advantages is that you can use the know-how of specialists and are continuously assured of the best service and the newest versions and technologies.

When you relax with a cup of coffee after checking in at Zaventem Airport, the fast service you receive is not only due to the employees of Autogrill Belux, but also to the HR management system of Protome. "Good monitoring of personnel deployment is of crucial importance to us", says Stan Monheim, HR Director of Autogrill Belux.

Stan Monheim is a manager of the new generation: communicative, well-spoken, well informed, rational, but also someone with the necessary humour and the ability to put things into perspective. And most importantly: somebody with a wide and clear understanding of human resources. It was this that brought him to Protome in 2003. "We made the switchover on January 1, 2003... on New Year's Day, I was in my office at 3.30, tensely awaiting the first ticks to come in", he laughs. "I was, at the time, HR manager for Restair at the airport and was responsible for the roll-out of the Protome system."

Keeping the balls in the air

The nocturnal start is typical of the idiosyncratic work environment that is part and parcel of Zaventem Airport, Stan Monheim emphasises. "We not only work in shifts, but also with many different rosters – 480 to be precise. There's nothing we can do about it: if tomorrow the first flight from the airport is half an hour late, all the opening times have to be changed. Then there

are also the peaks in the holiday periods, and that makes monitoring working hours crucially important. We have 500 permanent employees at Brussels Airport and a whole lot of temporary staff, and in the summer period we have almost double this number in students. All of these are managed via Protome." And as if that isn't complex enough, there are also, in addition to peak periods, peak locations. "We have thirty different work locations at the airport and on one day our employees can be deployed in as many as four different locations, depending on how busy each location is. Hanging a badge reader at every location was not an option, so instead we introduced with Protome an independently operating checkout system. Each employee can now register at the checkout where they are working, and that operates perfectly."

Measure to know

Thanks to registration via the checkout system, you can see exactly who is working where at what time – important information, not only for



Protime in a nutshell...

Today, every company, large or small, is faced with finding a healthy balance between professional and private life. How can a business achieve this flexibility while at the same time ensuring that productivity and profitability are guaranteed?

Protime...

- ... automates communication with your staff using the Self Service Tool
- ... gives those responsible for HR the tools for implementing and managing a strategic and flexible personnel policy
- ... helps heads of departments plan their personnel deployment
- ... offers management a whole range of useful information for monitoring the profitability of the company.

Info: www.protime.be

the HR manager but also for other departments. "For us, Protime is much more than just time registration. It is also an analytical tool. We also use Protime to calculate the productivity of each specific location", says Stan Monheim. "Wage costs are an important factor in our sector; for us, they account for 40% of our total costs. We can perfectly track which locations are doing well in the airport and which may need to be adjusted; we see the margins per hour, hours compared to turnover, the hourly wage of students and temps compared to our own employees, etc. That is important information – although at one point we were requesting too much data on our organisation. But what is so ingenious about Protime is that it can evolve with the objectives of the company. When we used to be a family concern, the emphasis lay on a number of financial parameters; now we think largely in terms of productivity. If I were to implement Protime afresh today, I would make it much simpler. The important thing is that you can really do exactly what you want with the program. Protime is, in fact, an empty box, and I

mean that in the most positive sense of the word (laughs). It is the peg on which you can hang your coat – not matter what style that coat may be."

Production line

Stan Monheim has one person in the HR department in Merelbeke who tracks everything to do with Protime. At Zaventem Airport, there are six so-called terminal managers, each responsible for on average one hundred people. We asked him how long it takes at the end of each month to send in all the data. He answers with a twinkle in

"The important thing is that you can really do exactly what you want with the program"

his eye: "A minute? No, the advantage of Protime is that you review the data each day and improve things where necessary. It is a constant flow. We even make a file every week for the company secretariat. If you monitor things daily and send data through weekly, you don't have any major problems at the end of the month. I compare this to the automobile industry after the Second World War. The Americans checked each car at the end of the production line and they had to reject one car in six. The Japanese made checks at various points throughout the production process and had much less wastage. It is really no different with HR managers and Protime."

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"We depend on concession catering"

This year Autogrill Belux renewed its concessions at Zaventem Airport for a period of twelve years, but at the same time, a large number of concessions for motorway restaurants expire in the months ahead. "Those are, in principle, concessions for thirty years", explains Stan Monheim, "and it is possible that new players will appear on the market between now and 2010, after we have enjoyed something of a monopoly position. It is no secret that we are going to diversify our activities with a number of new concepts, and we are going to see, channel by channel, whether Protime can add value. But at the airport, we simply couldn't do without Protime as an important monitoring tool."

1,500 contacts with the customers

Stan Monheim makes no bones about it: "If it were up to me, I would install Protime for the whole of Autogrill Belux. Simply because you can then monitor and control things from a distance. For our sector, Protime is spearhead technology and I am convinced that we could make a difference in this way. We do not have any production workers; we have 1,500 salespeople who daily come face to face with the customers. If we want to perform well financially, we first of all have to satisfy our customers. How? By being well organised. If, for example, the breaks our employees take overlap too much, this will immediately be at the expense of customer service and thus of the financial results. On the other hand, an employee who asks one hundred customers whether they would like a coffee to finish their meal may sell twenty. Multiply that by 1,500 and you will understand what I mean."