



proximus **NXT**



Case Study

Delhaize manages its payroll independently with APSAL.



Since 2017, the Luxembourgish software APSAL has contributed to improving the salary management of Delhaize's 700 employees in Luxembourg. In Luxembourg, Delhaize is a major player in the retail sector. The Belgian-Dutch group operates 12 stores across the country and employs around 700 staff.

Until 2017, the company's payroll calculation and management were handled using solutions and services provided by an accounting firm. "At that time, however, there was a need to gain more autonomy in these aspects," explains Marine Cardé, HR & Admin Senior Manager at Delhaize Luxembourg. "The solution offered by the accounting firm no longer met our needs. It involved many manual tasks to be carried out by our teams, such as entry and exit declarations or the management of employment certificates. We also wanted to provide our employees with greater responsiveness."



Gain autonomy

For any employer, preserving the trust of its employees requires rigorous payroll management, ensuring that everyone is paid on time in compliance with legal deadlines. "With a part-time employee provided by the accounting firm, we often experienced delays, leading to dissatisfaction among our employees, complaints from unions, and inspections by the ITM," Marine Cardé continues. "Moreover, any modification exposed us to significant additional costs."

To improve payroll management, Delhaize considered a different approach. The HR team explored IT solutions that could meet their needs. "The people we consulted regularly pointed us to APSAL, Proximus NXT's payroll management solution, describing it as reliable, robust, and user-friendly," says Marine Cardé.

A solution that evolves with regulations

Despite being part of an international group, Delhaize opted for a local solution that integrates the social, fiscal, and legislative specificities of the country. "We preferred to rely on a Luxembourgish solution and partner." Opting for a group solution would have indeed involved monitoring regulations and adapting parameters ourselves according to legislative changes, explains the HR manager.

However, in recent months, we have observed that the framework is evolving very rapidly, with, for example, the recent implementation of a conjuncture tax credit. By relying on APSAL, these developments are directly integrated into the solution by the Proximus NXT teams at no additional cost. The interpretation of regulatory changes is handled by the solution's editor, ensuring Delhaize the greatest peace of mind.

A reliable partner

The deployment of the solution was also easy. All employee data was integrated into the solution by the Proximus NXT teams along with certain variables specific to Delhaize's activity. The solution could be configured before its implementation. "We operated for three months using the solution while continuing to calculate payroll with the fiduciary to verify that the settings were correct. This period was used to familiarize ourselves with the software," continues the manager. "Everything went very well. From January 2017, payroll has been entirely managed through APSAL. At any time, we could count on the Proximus NXT teams and their responsiveness to answer our questions." The solution is hosted within the Proximus NXT data center and is accessible in Software as a Service mode. The teams from the Luxembourg operator ensure the maintenance of the solution and its environment to guarantee the availability of the tool.

Time and cost savings

Since the installation, payroll management for Delhaize Luxembourg has been handled through APSAL, with an error and complaint rate close to 0. During this time, the distributor's activity in Luxembourg continued to grow, with the integration of 200 employees. "Today, we are independent in payroll management. Everything is organized internally, with the fiduciary only intervening as a consultant. Having our 'own' solution has allowed us to improve our processes and become more efficient. We have almost halved the time spent on payroll even though the number of employees has increased. Managing all the salaries takes up no more than half of a full-time equivalent," explains Marine Cardé. "Updates and modifications can be made without delay, very simply. We are much more responsive in case of errors or contract terminations to quickly rectify the situation."

Efficiently supporting the business

The solution offers other benefits. It allows for better tracking of leave balances or hours worked. It facilitates report production and the development of future budgets. At this level, it allows the HR function to position itself as a real business partner, accompanying the decision-making of the management.



Discover their story

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Marine Carde - HR & Admin Senior
Manager