

Case Study

Proximus and UGDA (Federation and Music School): a partnership in perfect harmony



To support its growth and meet its accounting challenges, Union Grand-Duc Adolphe (UGDA) turned to Proximus. Thanks to Apsal and Gesall.Net solutions, the 2 entities have automated their processes and gained in efficiency and peace of mind. Meet a foundation that has successfully negotiated the digital turnaround thanks to Proximus expertise.

The Union Grand-Duc Adolphe (UGDA) music school plays an essential role in Luxembourg's music education landscape. No fewer than 240 teachers teach music to thousands of pupils throughout the country. Established in 1991 as a non-profit organization, it became a foundation in 2016. Its missions revolve around teaching, the organization of courses and seminars, and a European competition for young soloists.



From school to foundation: UGDA's changing needs

As the school grew over the years, so did its accounting needs. In 2004, the internal computer program used until then to manage administrative tasks was no longer sufficient. UGDA opted for the Apsal payroll solution from Proximus. Two or three years later, the Gesall Windows software was adopted for the structure's accounting management. "We used to work with an in-house computer program. But with the increase in the number of employees, we needed software that would enable us to automate processes. In 2016, the school became a foundation. In order to issue donation certificates for tax purposes, Proximus created a donation journal for us within Gesall Windows. This feature enables a certificate to be issued for each donation. It is generated automatically using Microsoft Access," explains Daniele Notarnicola, UGDA's executive assistant.

Foundations and their specific accounting features

Through its Gesall and Apsal solutions, Proximus develops different modules to meet specific needs. "We develop tailor-made software for our customers. Our customers include many foundations, and we are beginning to specialize in solutions tailored to their needs. In Apsal, a module is specifically reserved for foundations. It enables us, for example, to calculate the salaries of civil servants or similar, who are governed by special rules", says Delphine Darcourt, Sales Manager Apsal-Gesall at Proximus.

The Multiline module also helps the foundation to manage its purchases. When a purchase is made, all you have to do is encode it, and in just a few clicks, the module takes over to make the payment,” enthuses Daniele Notarnicola. The cost accounting module also makes it much easier to monitor music courses and workshops organized during the school vacations, which attract hundreds of participants. Not to mention the Jeunes Solistes competition, a national and European competition which attracted over 140 participants in 2024”.

With the brand-new “OCR import” module, purchase invoices are posted directly to Gesall. “Previously, we had to waste a lot of time doing both the purchasing operation and the posting - it was a duplication of effort”, explains Daniele Notarnicola.

Made in Luxembourg: security appreciated

With software created in Luxembourg and adapted to Luxembourg legislation, accessible from a cloud located in Luxembourg, Proximus offers high guarantees of security and compliance. “In 2018, we migrated from Gesall Windows to Gesall.Net, the solution’s new interface, for reasons of convenience and security,” explains Daniele Notarnicola. After running a test, we quickly realized the benefits this solution would bring us. It gives us greater flexibility, enabling us, for example, to correct operations that have not been validated. We also appreciate the fluidity offered by the search function, particularly for consulting accounts and balances.

Between cloud and meetings

While the solution is now distributed and managed from the cloud, Proximus is no less close to its customers. UGDA appreciates the human contact between the teams involved in this partnership. “We organize regular morning meetings. We present our new products and modules, and then customers are invited to breakfast to discuss and keep in touch,” explains Marion Bettembourg, in charge of customer relations. “This enables us to discuss common issues with other users,” confirms Daniele Notarnicola. There’s a very good understanding between the Gesall and Apsal teams and the school. When we have a technical problem, we call Proximus, who quickly find a solution.

Precious time saved

By developing tailor-made solutions that are close to the reality on the ground, Proximus enables its customers to concentrate on what really matters. “The time I save with Apsal and Gesall Net allows me to devote more time to other tasks, such as human resources management and contact with teachers,” says Daniele Notarnicola.

By offering tools that have become essential for many Luxembourg organizations, Proximus confirms its position as a trusted partner in the digitalization of all sectors, including associations and public services.



Discover their history

"Thanks to Proximus' Apsal and Gesall.Net solutions, we have saved precious time. This allows us to concentrate on the essentials: teaching music and supporting our students."

**Daniele Notarnicola, Executive Assistant,
UGDA**