

# case study

## L'Oréal

**It was like day and night  
for the HR department**



**Protome wins the  
challenge hands  
down!**

The L'Oréal plant in Libramont, which was established in Luxembourg Province in 1975, has evolved considerably in terms of production and flexibility. On the strength of its international reputation, the company must be competitive and competent in all areas, particularly in its management of human resources, an essential aspect of the proper functioning of the company.

### Who?

L'Oréal at Recogne-Libramont

### What?

L'Oréal is one of the world leaders in cosmetics. Since its inception over a hundred years ago, L'Oréal has dedicated itself to beauty care through a world-renowned range of products for professionals and the general public. The brand is present in more than 130 countries through 27 trademarks worldwide and 41 production plants, one of which is the Recogne-Libramont site in Belgium which employs over 300 people across the entire production chain. As of 2013, the site will be concerned exclusively with the manufacture and packaging of colouring products for the whole of Europe.

### Info?

[www.loreal.com](http://www.loreal.com)

Viviane Schreurs definitely intends to continue her collaboration with Protome. "The factory has seen some major developments in the 35 years since it was set up in 1975. In that time we have manufactured and packaged as many as 5,000 different items of cosmetics, make-up, shampoos, sprays, and colourings. The site currently has a workforce of over 370 people for the manufacture and packaging of colouring products for the general public across Europe, representing more than 200 million units. Furthermore, for the last two years we have also been taking care of the payroll administration for the forty staff members of the logistics site at Nivelles."

### From paper to reporting

"From the moment we changed over from a fixed work schedule to more flexible working hours at the end of the nineteen eighties, the recording of hours worked became more

complex. We had more than a hundred different work schedules. We also introduced night shifts and weekend shifts. Time management involved a tremendous amount of work, and we had no sufficiently powerful tool to handle this."

### It was like day and night

"This was not the only problem: our old system was not designed to pass the fateful year 2000 mark, and so the company decided to entrust the payroll administration to a payroll bureau as from 1999. A solution had to be found for the time management and the transfer of the payroll administration. Our service provider, Partena, helped us to select several firms, and after careful consideration we chose Protome. The firm met our requirements and could be operational on time; we had more than 150 work schedules to implement. On 1 January 1999, we started off with Protome!"



Viviane Schreurs has been in charge of Payroll Administration at HR since 1998. The Human Resources department has three people for the administration of working hours, salaries, personnel, contracts and reporting. The day-to-day management of the staff is hard work, but Protim has helped to make it easier.



## Saving time and money

"We worked in close collaboration with the people of Protim to create the work schedules and exports. We attended training sessions in order to become 100 % independent, which is the case today. We can create our own work schedules and

### 'Protim has saved us time'

reports. The department heads and foremen can consult ProTeam to get an overview for their department. In short, it meant a real transformation for us at HR. It was like day and night.

## A user-friendly and powerful tool

This was made possible by a partnership that developed over time. "In the beginning, the foundations for our collaboration needed to be fine-tuned, but today we are very satisfied with Protim. We also have access to the Support Desk, which we call upon mostly for technical or export problems. The software is actually easy to operate and very user-friendly. Protim offers update training sessions in order to keep abreast of the latest changes in the software."

## A customized partnership

In 2006, we installed ProPlan in all the production and support departments, and in 2010 we upgraded to ProTeam. ProTime is used only by the HR department. ProTime offers the various departments a real-time overview of hours worked, overtime and absence of their staff. We also use ProTime to manage the temporary staff. We export

### The fruits of a successful partnership

the hours worked by the temporary staff and transmit them to the temping agencies. This helps to avoid waste of time and errors in the calculation of time worked. We also use the exported data for reporting purposes to the management and to our headquarters in Paris. We have saved time on all fronts!

## The future

Viviane is enthusiastic about continuing the partnership between L'Oréal and Protim. "It has revolutionized our lives. We evolved from an outdated operating system to a powerful software package. I would not turn the clock back for all the money in the world. In the future, we will also work on a system for managing holiday requests automatically. There's another challenge for Protim!"

## Protim's cutting edge technology at L'Oréal

### Before

- Errors in time sheets
- No detailed reports
- Data processing involving considerable manual work
- Foremen had no overview of hours worked or staff absence

### Causes

- Manual calculation of hours worked
- No integrated system between production and HR

### After

- Automation of calculation rules
- Time saving (at least two days per month)
- Easy-to-operate and very user-friendly software
- Fewer errors
- Overview of working hours of staff (for HR and production)

### Solutions

- ProTime: registration and management of working hours and staff absence
- ProTeam: overview of working hours, planning and staff absence for foremen
- Protim has been used since 1999