



« The Protime system provides the cornerstone of our H.R. policy: transparency. »

**Pol Duriau**  
H.R. Manager

## Who?

Deli XL

## What?

Leading South African owned foodservice distributor Deli XL distributes food products intended for the institutional catering and social catering sectors (nursing homes, schools, prisons, hospitals ...). Deli XL serves these sectors with a full range of food products, taking in dry, fresh, frozen and ultra fresh foods.

Deli XL's second field of activity is to provide a logistics platform for restaurants, including Quick and Pizza Hut, covering all of Belgium and Luxembourg.

The success of Deli XL is primarily due to the simultaneous delivery of dry, fresh, frozen and ultra fresh food products with a single lorry.

This explains the expansion of the workforce from 100 to 400 staff members at the Thuin site between 1990 and today. The acquisition of a sister company in Antwerp 4 years ago for the creation of Deli XL Flanders which today employs 80 staff members. A total of around 100 lorries are used to handle the logistics and distribution operations.

## Info?

[www.delix.be](http://www.delix.be)

ProTime has been in use as the time and attendance registration system of choice at Deli XL since the 1990s. In October 2004 the ProTime solution proved to be even more indispensable when Deli XL relocated from Jumet to Thuin where the company occupied a building of 400 metres in length and increased the workforce by 80 staff members in two days in order to respond to the arrival of two new major customers namely Quick and Pizza Hut. The time had come to beef up Protime's standard system and to adopt a global, decentralised, adaptable and scalable solution that would be linked to the access control system to restrict the flow of traffic in the warehouses and offices. A total and efficient solution.

Prior to the 2004 relocation, the Protime standard solution was perfectly suited to the size and scope of the business. All of which, radically changed when Deli XL set up a new site with a greater number of staff spread across several shifts, each working to extremely variable duty rotas, operating 24 hours a day and virtually seven days a week. The only down time they have is between Saturday 5 pm and Sunday 6 pm.

Which meant it was high time for the H.R. manager who had sole responsibility of recording staff working hours to be relieved from this duty and for this task to be delegated to the various heads of department. This decentralisation allowed each head of department to assume their share of responsibility and to help them with the manpower planning of the teams under their charge.

## A genuine alleviation in the follow-up of time registration duties

Given the sudden rise in the workforce, each working to highly varied shift rotas, it had become difficult for one person without direct contact with the employees themselves to follow up on each of these labourers in all of their multifarious work schedules.

These variations have a serious impact on workers' salaries. The Protime solutions brought a number of valuable tools offering an alleviation of follow-up duties and the amount of data to be processed deriving from the time and attendance records. This alleviation also made itself felt in a very concrete sense: inside a building of this size, everybody would need a trolley full of keys otherwise! What is more, the Protime system also brings total transparency of the access points. The company knows who has entered which particular area at all times, whether they have entered at an inappropriate time, with or without permission ...

## Scalability, Adaptability and User Friendliness: Protime's premier strong suits!

"The kind of relocation we faced in 2004 was quite a challenge in its own right. So we were delighted to find that Protime had developed its offering, notably with the decentralised ProTeam system, which met the new needs and requirements in our new premises. Therefore we were able to keep using a system that we were familiar with whilst simultaneously upgrading and expanding it with



## Pol Duriau

Having joined the Deli XL personnel department in 1990 and now serving as the company's H.R. Manager, Pol Duriau quickly switched from the old system to the Protime time and attendance system. Protime simply could not be ignored by virtue of its user friendly, saleability and adaptable qualities. Given the current size of the business, he is now using a decentralised solution that is administered by some forty staff members. Also their new Antwerp group company uses this solution.



the access system which is interfaced to the time and attendance system that also interfaces with our external payroll service provider..." In all, we now have thirty to forty staff members accessing the time and attendance system through ProTeam.

The interface with the external payroll service provider gives total reliability in terms of the data recorded in the system. All of which is a huge source of assurance for our members of staff whose working hours are extremely variable. When they start work in the morning, they do not know how long their working day will be, as this is largely determined by the orders coming in and whether or not it is a public holiday. Understandably, workers might feel concerned over this. Now though, all they need to do is speak to their foreman and ask to pull up their service record on the screen to put their mind at ease.

### An accurate payslip ensures staff confidence

Staff confidence is gained only when payslips are correctly compiled. The Protime solutions definitely contribute to ensuring this reliability of pay slips where a great many factors are involved. As such, Protime is the cornerstone of our H.R. policy, giving everybody peace of mind as to the accuracy of the registered data.

### «Greatly more reliable than a sheet of paper that goes from one office to the next!»

Let us look at leave requests by way of an example. Here, the Protime solution is seen to put everybody's mind at rest as it is more reliable than a sheet of paper that goes from one office to the next! And then there is the traceability system that avoids disputes over requests and approvals. In a nutshell, this system, which we are keen to keep open, allows employees to check at any time whether they have missed a clocking in or out or something of that nature. The system, combined with our eagerness to maintain the utmost transparency when it comes to time and attendance registration, enables us to dispel all controversy.

### Swiftly accomplish time savings and a sense of fairness

As such, the system's transparency and reliability allows us to save time which otherwise would have been lost on endless discussions and disputes. However, above all, it enables us to establish a genuine sense of fairness across the company. It is clear for all to see, not to mention every bit as much verifiable, that salaries are calculated correctly. And this reliability does not require any major sacrifices either in terms of training. Each of the 30 to 40 staff members who administer the system today have all rapidly been given the appropriate training to use the system, obviously in compliance with the appropriate restrictions of their respective access and user rights. At all times the basic inputs are provided by the team leaders and in all cases there is a subsequent H.R. endorsement or verification as well as a day to day follow-up of all of the hours performed. But this requires no more than an hour or an hour and a half's work at the utmost a day. Having said that, daily follow-up remains indispensable to counteract the odd oversight, a change of duty rota, etc.

And let's not forget, in our line of business, we are not dealing with three times eight hours. The different jobs and duty rotas involved intercross in accordance with a multitude of variable factors. Today, the Antwerp and Thuin sites use the same system, sharing the same interfaces and the same external payroll service provider. This too brings significant time savings for the Antwerp administrators who are no longer required to enter the hours performed by hand and who are consequently relieved from a rather off-putting duty.

### Future projects?

For Deli XL the future lies in the Food & Beverage industry, a market with great potential. To conquer this market which, to date has been left untapped by Deli XL, the business needs to go through a phase of acquisitions. The Food & Beverage sector requires a degree of flexibility that Deli XL is unable to provide at the present stage. To be continued ...

### The benefits for Deli XL and Deli XL Flanders

- Administration delegated to the heads of department
- Empowerment of the team leaders in terms of manpower planning
- System incorporates access control management to superintend traffic between depots and offices
- Superlative reliability of recorded data
- Alleviation of time and attendance time registration follow-up
- Total transparency of access points
- Synchronised administration for the two sites (Thuin and Antwerp)
- Communication interface with the external payroll service provider
- Quick system training
- Rapid response from the Protime consultants