



**“ With Prottime, I have a win-win relationship. The more functionality they suggest, the more I can improve my performance levels! ”**

**Mohammed Agdour,**  
HR Manager, IT Process Manager

### Who?

Gerresheimer Momignies

### What?

Maker of small glass bottles for the luxury cosmetics and perfumery sector. Gerresheimer Momignies belongs to the German multinational Gerresheimer group, which is based in Düsseldorf and has 45 sites worldwide.

The multinational employs 10 000 people and has a turnover of 1.2 billion euros. Gerresheimer Momignies has 500 employees and is the leading supplier to the L'Oréal group worldwide. Other customers include Beiersdorff (Nivea Balsam), Yves Rocher, Clarins, Avon and Calvin Klein!

### Info?

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

When Mohammed Agdour joined the company in 2003, the timekeeping system hadn't changed since the company was first formed. It was a manual system, particularly difficult to manage because it related, and still relates, to 50 different working-hour timetables. That meant that five people had to be dedicated to the personnel department, including two only for time management. An automated system was necessary to reduce the risk of error and free up staff from Human Resources for tasks with greater added value.

Mohammed Agdour joined the company in 2003 as an industrial engineer to head up a production project, but from 2004 onwards he also took charge of HR. In 2006, he looked for a new time management partner and consulted several potential suppliers. What were the determining factors in Prottime's favour? First of all, the user-friendliness of the system, which is relatively unique on the market. Next, the very positive feedback gathered from other companies using the Prottime system.

Moreover, the Prottime project manager worked very closely with the HR department of Gerresheimer Momignies. By listening and observing carefully, he tried to understand how the HR department was working and, in this way, analysed the needs and operating methods of the company. He brought in ideas, always presenting the advantages and disadvantages, to help make a choice that fulfilled the department's expectations and was in line with the corporate philosophy. This gave Mohammed Agdour a long-term view.

### Positive feedback!

For the management, Prottime's contribution was immediately positive: there was a

workforce-saving of four people. The reporting and automation part of the tool – automatic processing of overtime with special meters, etc. – also generated positive feedback from the trade union delegation. Human errors on the payslips were greatly reduced thanks to various automated functions.

**“Moving from two people to one to manage hours worked is already one good reason for using Prottime!”**

### Ideal supervision and training before, during and after commissioning of the system

The Prottime project manager carried out a very realistic pre-analysis of the needs of Gerresheimer Momignies and the service didn't stop there. For example, Mohammed Agdour and his colleagues took part in several training sessions before implementation. Each configuration operation could therefore be understood before being reproduced autonomously in the future.

Once the system was implemented at Gerresheimer Momignies, a Prottime



## MOHAMMED AGDOUR

Industrial engineer in charge of IT Processes and, since 2011, HR Manager.

He chose Protime in 2006 for its user-friendliness, the strict budget and the positive feedback from other businesses using the software. He particularly likes the relationship of trust that he has with Protime and, so, has no hesitation in acting as ambassador for it.

consultant came to supervise for 3 days how the tool was being used. And, above all, to optimise the use of Protime.

These days, staff have a good command of the tool at Gerresheimer Momignies but access to the Protime Support Desk is still invaluable, not only in the event of any concern arising but also to help deal with new needs that always crop up in a company that's constantly changing. The Protime Support Desk is very efficient both in resolving a technical concern and in turning to a Protime optimisation that Gerresheimer Momignies doesn't yet know about. The Protime Support Desk's reaction and assistance times are very fast due, among other things, to remote control of the system. In general, all questions are dealt with within 24 hours. Over the course of time, Mohammed Agdour tells us, the team has got to know the technicians who help us, in this way, to adapt the system to our fast-evolving everyday working environment.

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**“The after-sales service and technical support are very efficient. What's more, I know the people in charge of it very well.”**

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### Continuous progress

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One element that Mohammed Agdour likes very much is the development of new versions of Protime. Each new version is accompanied by new functionalities and new opportunities to make increasingly better use of the tool, freeing up time for HR.

Mohammed Agdour also chose ProTeam to decentralise planning and entrust it to the departmental managers. In addition, the company uses ProNet. This allows them to manage requests for time off and their approval in one application.

ProNet replaces paper requests, which involved a huge number of losses and blockages. This process is not only fast, reliable and transparent, above all, it's also integrated with ProTime. Manual encodings of the various types of leave, missions or absences are no more than a distant memory now!

### A win-win relationship

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Mohammed Agdour is also very enthusiastic about the partnership that Protime has put in place with Gerresheimer Momignies. So much so that he has offered to be a referee in respect to other potential customers. He is always prepared to show them how Protime works and what advantages it offers. Is Mr Agdour being generous? Yes but, above all, he knows that a long-term partnership makes sense. As he so rightly says: “If my supplier takes a long-term view and is constantly adapting to the market, I want very much to help it to position itself in that market. I know that it will be to my advantage if Protime grows and develops its performance levels through new products. So, for me, it's a win-win situation to help them along.” What's more, he has no hesitation in recommending the system to his French colleagues. Although, his main concern at present is the investment of 8 to 10 million euros and the hiring of 20 to 30 people, which should enable Gerresheimer Momignies to achieve its objective: to become the world leader in luxury scent bottles thanks to the rebuilding, in 2012, of a new furnace and of a second lacquering line.

### Advantages for Gerresheimer:

- Decentralisation of planning to the departmental managers (ProTeam)
- Very good reliability of the stored data
- Time-saving of 4 people a year
- Reduction in monitoring of time recordings
- Ease of management of the different working-hour timetables of the site
- Reduction in workforce numbers managing daily timekeeping
- Ease of reporting
- Climate of confidence with the trade union delegations
- Communication interface with the payroll provider, avoiding double encoding
- Fast training in the software
- Effective assistance from the consultants
- Fast and efficient support from the Protime Support Desk