

SOFTBRICK

WORKFORCE SOFTWARE

SUCCESS STORY

"The implementation of such a system generates a deep impact, not only for your organisation as a whole, but also for each individual employee. Thanks to the flexible attitude of Softbrick and a good preparation by the project team of Hennes & Mauritz it is on its way to become a successful project."

KARL BÖHRER OF THE FASHION COMPANY

HENNES & MAURITZ

**FULLY INTEGRATED BUDGET, PLANNING
AND TIME & ATTENDANCE SYSTEM**



Karl Böhrer is responsible for the Personal and Organisation department of Hennes & Mauritz Belgium and Luxemburg. His office is situated in the headquarter in Brussels. H&M had one clear wish when they came across Softbrick: they wanted a system that would be able to plan the human resources of the H&M concern in a convenient way. At the same time regarding the budget, stops the manual calculation in the shops and finally resulting in reliable wages.

Hennes & Mauritz, a large fashion company, was established in Västerås, Sweden in 1947 by Erling Persson. They now sell clothes and cosmetics around the world. H&M has expanded substantially in recent years. In 2001 they opened 93 new stores, and have today over 801 stores spread across 14 countries. H&M has almost 34,000 employees all working to the same philosophy: to provide fashion and quality at the best price. Germany is the biggest market, followed by Sweden, Norway, and the UK. H&M has great potential for continued expansion and growth this year, too. Around 90 new stores are planned in 2002 - primarily in Germany, France, the USA, Spain and the UK.

In Belgium and Luxemburg are almost 50 shops and approximately 1.200 employees working in the shops, distribution center in Puurs and the Headquarter in Brussels.



**ONE SOLUTION FOR BUDGET,
PLANNING AND TIME**

"We searched for the optimal solution regarding Budget, Planning and Time registration on the Belgian market. We couldn't find a product that

matched our requirements at that time. We saw a lot of sophisticated systems especially developed for industry-, government- and hospital purposes. These were all static software packages where we needed to adjust our way of working to that of the

TESTIMONIAL

system in stead of the other way round. Finally we had almost settled a solution that came near by our demands but still stayed far of our wishes. By coincidence we found out that our colleagues in Switzerland were implementing a system that matched our requirements. We went with a delegation from the Swedish head office to our colleagues in Switzerland without high expectations. We discovered that this could be the solution we were desperately looking for all the time!" says Karl.



SOLID ANALYSES, KNOW-HOW AND EXPERIENCE

After Softbrick had studied the specification book of H&M (which was worked out in detail), they accepted it and proposed a workshop at H&M in Brussels. During a first acquaintance, Karl noticed that Softbrick had a particular way of acting. They haven't any glossy brochures, no commercial set-up, but present know-how and making analyses of the total project complete with demands and wishes. Immediately it was clear that we found a partner with not only experience in this kind of branch but also experience in complex projects. After the workshop it was clear that Softbrick would manage our requirements with their full integrated budget, planning and time & attendance system. Softbrick continually capitalised on our suggestions and requirements, they considered the process along with us and took immediately care of everything. H&M knows exactly what

they want to achieve and Softbrick replies on that within the limits of the application.

CLIENT-SERVER WITH OPTIMAL PERFORMANCE

IT-operator Chris Leemans is responsible for the infrastructure and ICT of Hennes & Mauritz Belgium and Luxemburg. He was part of the project team and took charge of the technical performance of the system. He was impressed by the speed en performance between server and client. He was also the person, together with a system engineer of Softbrick, who took responsibility for the interface between the Softbrick application and the HRM- & Salary system of the Social Secretary.

Several complex calculations were, after a detailed study, fully implemented in the Softbrick Time & Attendance module. Meanwhile these calculations were constantly fine-tuned till H&M was satisfied by the result.

"One of the major demands was 'user friendly' because most of the users in the shops haven't any affinity with PC's and/or application software. With the Softbrick application we have a tool to manage this by our selves!" says Chris.

IMPLEMENTATION AND TRAINING

Softbrick worked together with an H&M project group that consisted of several functions; Economists, Shop managers, Warehouse manager, IT-manager, Financial director and P&O manager, each with their own vision.

We worked conform the specification book of H&M which contained:

- A description of the goal and needs
- Test cases and sophisticated elementary calculations
- A detailed project planning
- Actual working method and required method
- Several wishes to make the system more convenient and survey able.

Softbrick has made a scenario following the specification book and with a proposal for the implementation and

training. They also guaranteed to deliver a system conform the specification book of H&M without made the application to software measure.

The shops are using the 'planning = realisation' method, which means they only have to enter deviations from the planning. In the warehouse registration



terminals are being used for the intermediary and for the chance of cost centre. The application gives online answer in the Dutch or in the French language, this also takes effect on the user interface.

The training was given in several phases, first for the application managers then for a limited group of shop managers (trainers) and finally by a 'train the trainer' concept the end-users.

All other countries, where H&M is established, are looking interested to Belgium, Luxemburg and Switzerland. They exchange experiences and conclusions so that the next system, in one of the H&M countries, can possible implement even more smoother as an H&M standard.

H&M
HENNES & MAURITZ

Bosmanskamp 63
4191 MT Geldermalsen
The Netherlands
☎ +31(0)345 47 32 59
✉ info@softbrick.nl
🌐 www.softbrick.nl

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