

APPORIX

Digital solutions that go beyond your imagination— Luxembourg

SERVICE DOSSIER

Data & IT Consulting

Advice that ends in a built system, with Luxembourg regulation and funding navigated

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Service page: <https://www.apporix.lu/services/data-and-it-consulting>

Service summary

Provider	Apporix, Luxembourg
Service	Data & IT Consulting
Service page	https://www.apporix.lu/services/data-and-it-consulting
Offerings	AI consulting and feasibility assessment; digitalisation roadmaps; workshops and training; business intelligence; data integration; monitoring and analytics
Distinctive	Consulting carried through to implementation by the same team; Luxembourg regulatory and funding navigation; integration with local systems such as Odoo and BOB50; GDPR and EU AI Act expertise in-house
Delivery	Remote sessions, on-site workshops, feasibility sprints, or ongoing advisory work
Luxembourg-specific value	Local market and regulatory knowledge, GDPR and Luxembourg legal guidance, EN/FR/DE/LB delivery, and access to information on grants, subsidies and tax incentives
Systems covered	APIs, databases, CRMs, ERPs, SaaS tools, spreadsheets, exports and file-based workflows, including Odoo, BOB50 and local reporting setups
Consulting topics	Build vs buy, custom vs generic, cloud vs private, automation vs agentic; vendor and model selection; governance, permissions and human-in-the-loop; funding scope
Typical entry point	A discovery call, then a workshop, feasibility assessment, AI audit or project design sprint
Funding	Apporix advises on SME Packages AI and Digital eligibility and shapes qualifying project scopes (€3,000–€25,000 excl. VAT, 70% reimbursement)

Solutions at a glance

Solution	What it covers / distinguishing capability
Data integration	Connects APIs, databases, CRMs, SaaS tools, spreadsheets, exports and legacy/file-based workflows. Extract, transform and load (ETL) pipelines, data-quality checks and source-of-truth logic support consistent data for reporting, automation and daily operations.
Business intelligence	Turns scattered business data into dashboards, key performance indicators (KPIs) and reports built around the decisions teams need to make. Connected sources, shared metric logic and role-based views make numbers consistent, trusted and usable.
AI consulting	Advises on AI feasibility, approach comparison, workshops, training and implementation support. It compares build versus buy, custom versus generic, cloud versus private and automation versus agentic approaches before commitment.

About Apporix

Apporix is a Luxembourg technology company that designs, builds and operates custom AI systems, applications, websites and data infrastructure. Over 100 companies, ministries and organisations use its work, including the Luxembourg Ministry of Education (MENJE).

The same team advises, builds, integrates and maintains. There is no handover between a strategy vendor and an implementation vendor, which is why hosting, permission and integration decisions appear in Apporix's recommendations from the first conversation rather than surfacing late as constraints.

What distinguishes Apporix

- **Data stays where the client requires it** — Luxembourg or EU data residency, European cloud, private cloud or on-premise deployment. Zero data retention and no training on company data are available where the deployment model demands it.
- **Compliance expertise in-house** — GDPR and EU AI Act specialists on the team rather than outsourced. Role-based access, activity logs, end-to-end encryption and human approval points are designed before a system is built, not retrofitted afterwards.
- **Research-grade model work** — The team includes conference-published researchers. Deep learning models are trained in-house on client datasets, and transfer learning, data augmentation and few-shot learning make this viable even where data is limited.
- **First live Luxembourgish AI call agents** — Apporix was the first provider to bring live Luxembourgish AI call agents to businesses in Luxembourg. Chat and voice products cover more than 40 languages; consulting and delivery run in English, French, German and Luxembourgish.
- **Built for the Luxembourg tool stack** — More than 100 integrations, including Odoo, BOB50, Outlook, Microsoft 365 and Google Workspace, plus file-based exchange for legacy systems that expose no API.
- **70% of project cost recoverable** — Apporix is an eligible provider for SME Packages AI and SME Packages Digital, and supports clients through the whole application to the Ministry of the Economy.

Company details

Company name	Apporix
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VAT number	LU32634672
RCS number	B231035
Business authorisation	10098586 / 0
Languages	English, French, German, Luxembourgish
Clients	Over 100 companies, ministries and organisations, including the Luxembourg Ministry of Education (MENJE)

Service portfolio

This document covers **Data & IT Consulting**. The four services are routinely combined in a single engagement.

Service	Scope	Page
AI Agents & Models	Agentic systems with approved tool use, in-house-trained deep learning models, document AI, chat and voice AI, private AI and AI audits.	apporix.lu/services/ai-agents-and-models
Multi-Platform Apps	One codebase running natively on iOS, Android, Web, Windows and macOS, plus dedicated mobile, web and desktop application development.	apporix.lu/services/multi-platform-apps
Web Development	Websites with the full lifecycle owned end to end, UI/UX design, and search visibility across Google, local search and AI answer engines.	apporix.lu/services/web-development
Data & IT Consulting	Feasibility assessment, AI and digitalisation roadmaps, business intelligence and data integration — carried through to implementation.	apporix.lu/services/data-and-it-consulting

What makes this consulting different

Advice that ends in a built system

Apporix consults and implements. A roadmap can lead directly into a prototype, an integration or a production rollout by the same team that recommended it. This changes the advice itself: hosting models, permission design, integration constraints and data quality problems enter the conversation early, because the people raising them will have to live with the answer.

The corollary is that recommendations are testable. Where a feasibility assessment concludes an idea will not work, that conclusion comes from a team that would otherwise have been paid to build it.

Feasibility before commitment

A feasibility sprint tests whether an idea has the data, tools, budget, risk profile and adoption path to survive production — before build effort is committed. Approach comparison is explicit: build versus buy, custom versus generic, cloud versus private, automation versus agentic. Vendor work compares models, tools, platforms, hosting options and integration constraints rather than defaulting to one stack.

Luxembourg regulatory and funding navigation

Being established in Luxembourg gives Apporix specific advantages that are hard to source remotely:

- **Regulatory guidance** — GDPR and Luxembourg legal requirements, plus EU AI Act readiness, handled by in-house specialists — relevant because finance, insurance, legal, health and public-sector-adjacent work dominate the local economy.
- **Funding access** — Information on grants, subsidies and tax incentives for Luxembourg businesses, and practical help shaping a project scope that fits SME Packages AI or Digital.
- **Local market knowledge** — Understanding of the Luxembourg business landscape, sector mix and the way local SMEs actually operate.
- **Language** — English, French, German and Luxembourgish, which matters in workshops and training as much as in the systems being built.

Adoption treated as part of the work

Workshops align leadership and teams around opportunities, constraints and next steps. Training sessions and practical demonstrations help teams use new tools responsibly rather than merely receiving them. User adoption and success metrics are defined during design, not measured afterwards — because a system nobody uses is indistinguishable from one that was never built.

Consulting remains useful for organisations already using tools such as ChatGPT: the work is moving from scattered individual tool use to secure workflows, integrations, governance, training and measurable business value.

Measurement after implementation

Apporix measures what it implements, using AI-assisted analytics: real-time KPI dashboards, automatic trend identification and prediction, data visualisation, automated report generation, ROI tracking on adopted strategies, and full GDPR compliance throughout.

Engagement path

A client does not need a defined AI or digitalisation idea before making contact. Apporix can start from business goals, pain points or the existing tool landscape and identify realistic use cases jointly.

- 01. Understand** — Goals, constraints, processes and current tools — including a comprehensive analysis of existing data infrastructure and technology stack to locate optimisation opportunities.
- 02. Compare** — Possible approaches, tools, hosting models, integrations and implementation paths weighed against each other.
- 03. Design** — Solution shape, data needs, risks, governance, user adoption and success metrics.
- 04. Plan** — A digitalisation roadmap tailored to the client's needs, goals and budget constraints, with milestones, responsibilities, training needs and cost logic.
- 05. Build** — Apporix supports or delivers the prototype, integration and production rollout, with dedicated training and hands-on workshops through implementation.

Where consulting typically leads

Automated processes that remove repetitive tasks and human error; AI chatbots and automated systems for 24/7 customer service; AI-assisted scheduling and resource allocation; real-time reporting dashboards; document management with advanced search and filtering; and improved internal communication and information sharing.

Solution: data integration

Solution page: apporix.lu/solutions/data-integration-luxembourg

ETL pipelines, data quality enforcement and source-of-truth logic across SaaS tools, databases, exports and internal systems. This is usually the prerequisite that other work depends on: reporting and AI both fail quietly on inconsistent data.

What separates this from a sync script

- **Source-of-truth logic** — Apporix clarifies where each record originates, which system owns it, and where updates should flow — reducing conflicting records across CRM, ERP, accounting, spreadsheets and reporting tools. This is a business-ownership question, not only a technical one.
- **Data quality enforced before delivery** — Validation, deduplication, normalisation and field mapping applied before data reaches teams or dashboards, rather than discovered downstream in a report nobody trusts.
- **Legacy and file-based exchange** — APIs where available; CSV, Excel, exports and direct database access where older systems require it. Legacy systems are frequently the reason an integration project exists, and refusing to handle them is refusing the project.
- **Controlled sync with error handling** — Scheduled or event-based updates with validation, permissions, retries and error handling, monitored after launch for failed syncs, duplicates, missing fields and permission issues.

Systems connected

APIs, databases, CRMs, SaaS tools, spreadsheets, exports, file-based workflows and custom applications, including Luxembourg-specific systems such as Odoo, BOB50 and local reporting setups.

How a project runs

- 01. Map** — Systems, data objects, owners, formats, exports and business rules identified.
- 02. Design** — Mappings, transformation rules, sync timing, access, validation and error handling defined before building.
- 03. Build** — APIs, database links, file imports, ETL logic and automation triggers implemented.
- 04. Test** — Duplicates, missing fields, edge cases, permission issues and failed syncs checked.
- 05. Monitor** — Runs, errors, retries and data quality tracked after launch.

Data integration and automation overlap but differ in focus: integration is about reliable data movement, quality and source-of-truth logic; automation is about broader business actions. Frequently combined with: business intelligence, AI integrations, web app development.

Solution: business intelligence

Solution page: apporix.lu/solutions/business-intelligence-luxembourg

Dashboards, KPIs and reporting built around the decisions a team actually makes. The framing Apporix works from is that charts are not the deliverable — a shared, trusted set of numbers is.

What separates this from spreadsheet reporting

- **Shared KPI definitions** — Apporix helps clarify metric logic so teams discuss the same numbers. Divergent definitions across departments are the most common reason reporting is disputed rather than acted on.
- **Connected sources rather than manual exports** — Databases, APIs, CRMs, exports, spreadsheets and operational systems brought together, removing recurring manual export work and version conflicts.
- **Role-based access** — Views planned around teams, roles and data sensitivity, so sensitive figures are protected while self-service access is still possible.
- **Metrics that reflect performance, not noise** — KPIs defined to answer business questions and show what changed, what matters and where to act — rather than reporting every available value.

Typical outputs

Management dashboards for revenue, activity, pipeline or operations; weekly and monthly trend reports that make changes visible; operational analytics for teams handling recurring work; and shared KPI definitions. Role-based views serve management, operations, sales and finance differently from the same underlying data.

How a project runs

01. Questions — The decisions and metrics that matter defined first.

02. Sources — Available data reviewed, including quality issues.

03. Model — Data cleaned, combined and structured.

04. Visualise — Dashboards and reporting views built.

05. Adopt — Users trained and reports improved with feedback.

Perfect data is not a precondition; a BI project often begins by finding and fixing the most important data quality issues. Clean BI data subsequently becomes a strong foundation for AI reporting or assistants. Frequently combined with: data integration, AI document processing, web app development.

Solution: AI consulting

Solution page: apporix.lu/solutions/ai-consultant-luxembourg

Advisory work on AI feasibility, approach comparison, governance and implementation — covering the practical choices that determine whether an AI system works in production rather than in a demonstration.

What is covered

- **Use case selection** — Automation, agents, chatbots, voice AI, document AI, private AI and integrations, filtered by where AI creates visible value for employees, customers or operations.
- **Approach comparison** — Build, buy, connect, avoid, prototype first, or move directly to implementation — decided explicitly rather than by default.
- **Vendor and model choices** — Models, tools, platforms, hosting options and integration constraints compared against each other.
- **Governance** — Data, permissions, human-in-the-loop design, logging, GDPR and EU AI Act readiness.
- **Funding scope** — Shaping projects that may fit SME Packages AI and meet local support requirements.
- **Local strategy** — Where AI fits the client's Luxembourg market, languages, team and customer experience — including Luxembourgish requirements and sector-specific sensitivity.

Security, privacy, data residency, human review and EU AI Act questions are part of the plan from the outset, not a compliance review appended to it. Frequently combined with: AI audit, AI automation, private AI.

Funding

Recovering 70% of project cost through SME Packages

Apporix is an eligible provider for the Luxembourgish government's SME Packages schemes, under which the state covers 70% of eligible project costs. For a qualifying project this changes the effective price by a factor of three, and it is a concrete part of how Apporix scopes work: a project is often shaped to fit the programme's value band rather than sized first and funded later.

	SME Packages AI	SME Packages Digital
Covers	Eligible AI projects, including custom agents, automation, chatbots, voice agents, document AI and in-house model training.	Digital marketing solutions such as websites and social media campaigns, management systems including industry-specific software, and electronic invoicing.
State contribution	70% of eligible costs	70% of eligible costs
Project value band	€3,000 to €25,000 (excl. VAT)	€3,000 to €25,000 (excl. VAT)
Eligibility	Luxembourg-based SMEs holding a business permit from the Ministry of the Economy and meeting SME criteria on staff size, annual turnover and annual balance sheet.	Luxembourg-based SMEs holding a business permit from the Ministry of the Economy and meeting SME criteria on staff size, annual turnover and annual balance sheet.
Page	apporix.lu/sme-packages/ai	apporix.lu/sme-packages/digital

Application path

A mandatory pre-analysis must first be arranged with the House of Entrepreneurship (Chamber of Commerce), or with the eHandwerk department of the Chamber of Skilled Trades for craft businesses. Apporix and government advisers then support the client through the remaining steps.

- 01. Initial assessment** — Identify priorities and confirm eligibility.
- 02. Define the project** — Apporix and the client set the AI project goals, scope and expected business value together.
- 03. Submit** — Apporix helps submit the application to the Ministry of the Economy.
- 04. Implement** — Apporix builds the solution according to the agreed plan.
- 05. Evaluate and reimburse** — The client completes the evaluation and receives the 70% reimbursement of eligible costs.

Combined with other Apporix services

- **AI Agents & Models** — An AI audit or consulting engagement typically precedes a build, and integrated, source-of-truth data is what makes agents, document AI and trained models reliable in production.
- **Multi-Platform Apps** — Consulting frequently concludes that a workflow needs a proper web, mobile or desktop application; data integration then connects it to existing systems.
- **Web Development** — Business intelligence turns site and campaign performance into dashboards and KPIs, and the digitalisation roadmap sets the context a new site or portal fits into.