

# Apicbase – Implementation Consultant

## Who are we? What will you own

Apicbase is a fast-growing SaaS scale-up on a mission to transform how the hospitality and food & beverage industry manages its operations. Our platform is trusted by the world's most ambitious restaurant groups, hotel chains, and foodservice operators and we're just getting started.

Turn complexity into impact. Own the journey from deal to go-live.

At Apicbase, we don't just sell software — we transform how hospitality businesses operate. As an Implementation Consultant, you take full ownership of the customer journey from signed contract to a successful go-live.

You bridge the gap between sales and success. You take a powerful (and sometimes complex) food management platform and make it work in real life — across POS systems, procurement flows, recipes, and multi-location operations.

? Training? We leverage on digital solutions to train the customer.

? Implementation? That's 100% yours.

### What will you own?

- You are the driving force behind a smooth and successful onboarding.
- Lead end-to-end onboarding from kickoff to go-live
- Set up and validate integrations (POS, ERP, suppliers)

- Manage timelines, milestones, and delivery outcomes
- Drive change in multi-location environments
- Own go-live validation and customer sign-off
- Ensure a smooth handover (or stay involved for mid-market clients)

## **What your days look like. What you bring.**

No two days are the same but impact is always central.

- Prepare and lead kickoff calls with new customers
- Build project plans and define onboarding milestones
- Activate the right training paths per user role
- Run weekly check-ins and unblock progress
- Validate go-live readiness (inventory, orders, integrations)
- Document everything for a seamless handover
- Re-engage on expansion projects when needed

### **What you bring**

You combine structure, ownership, and technical confidence.

- Strong understanding of SaaS platforms
- Experience with integrations (POS, ERP, APIs)

- Ability to manage complex, multi-stakeholder environments
- Strong analytical and problem-solving mindset
- Comfortable navigating ambiguity and change
- A proactive, ownership-driven (“agentic”) mindset
- You speak Dutch & English very well

## What will we offer you

- A full-time role with real ownership: you shape how you work and how you grow.
- A senior position at the heart of our customer success team, with direct impact on Apicbase's growth trajectory.
- Professional development through coaching, tools, and a culture that invests in its people.
- A tight-knit, driven team that takes the work seriously without taking itself too seriously.
- A bright, modern office in the heart of Antwerp, the kind of place you actually want to show up to every day, surrounded by a team that makes it worth it.
- A front-row seat to scale-up life: fast decisions, real impact, visible results.
- Competitive salary in line with your experience and ambitions.
- Group insurance + outpatient coverage for peace of mind.

- Hospitalization insurance
- Laptop and other work-related material provided.
- Cafeteria plan: lease a bike, buy electronics or extra holidays, and keep more net income.
- Unlimited coffee, tea, fresh fruit, and the good cookies. ?