



Logitravel managed to increase employee productivity and continues to use the WorkMeter performance management software in its continuous improvement processes.

About Logitravel

Logitravel is an online travel agency based in Mallorca, specializing in cruises, coastal hotels, and vacation packages. Founded in 2004 by a group of web development experts in the tourism sector, Logitravel has over 200 employees with extensive experience in the tourism industry.

Currently, Logitravel operates in Spain, Italy, Portugal, Germany, France, the United Kingdom, Finland, Ireland, Mexico, and Brazil.

Industry: Leisure, Travel & Tourism

Region: Spain

Company Size: 201 - 500 employees

WorkMeter Products: Performance management software.

The challenge

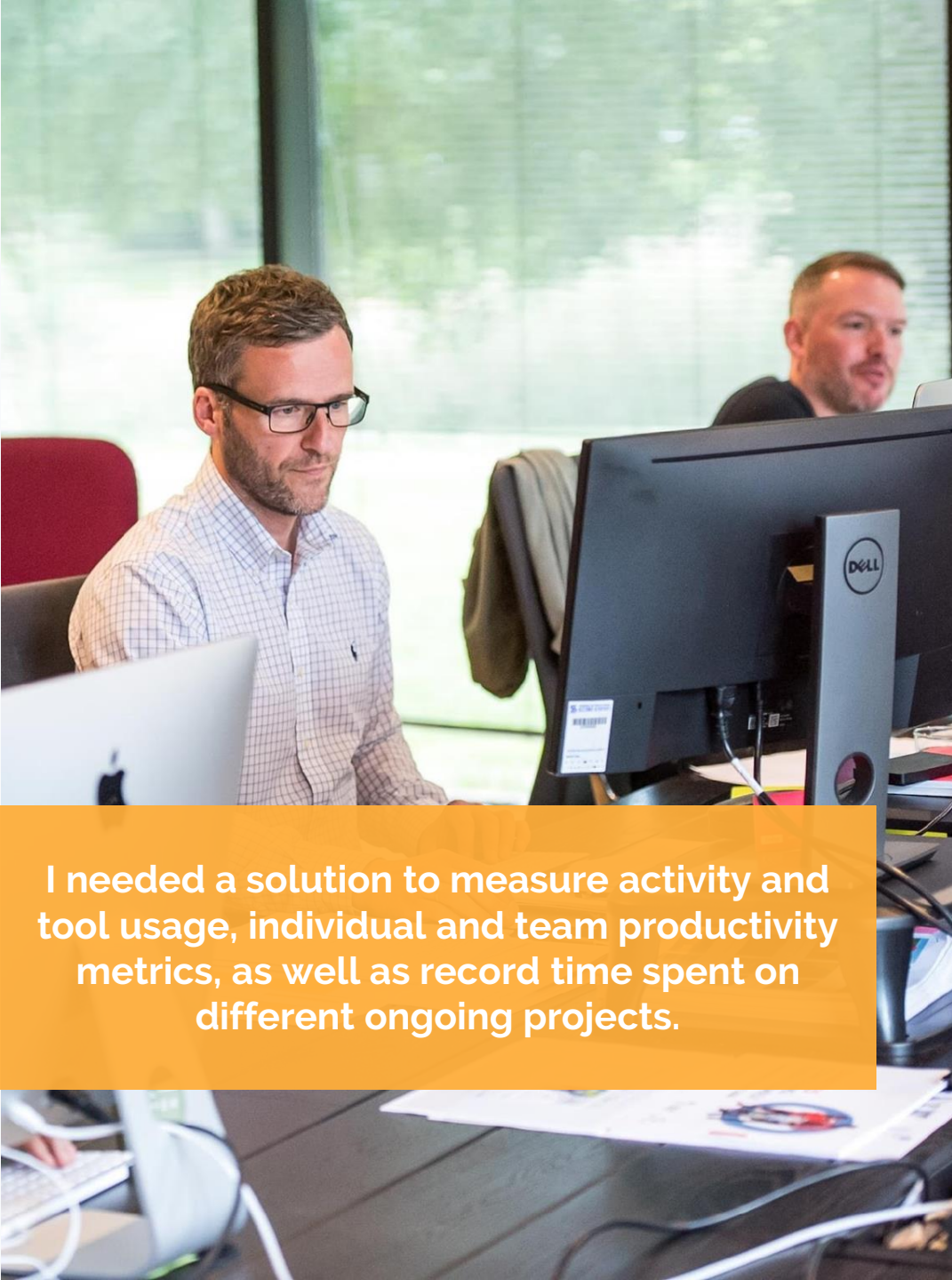
Logitravel is an international company with teams distributed across different countries.

To maintain a high level of excellence, identify opportunities for improvement, and develop and implement appropriate change policies, the company set out to analyze the performance of its employees.

A common feature among employees in carrying out their activities is the use of technological tools (ERPs, email, internet, CRM, mobiles, etc.).

Logitravel knew that to undertake this in-depth study, it needed a solution that would measure activity and tool usage, productivity indices of individuals and teams, as well as record the time spent on various ongoing projects.

Additionally, there were other requirements regarding precision, objectivity in the data provided, automation, and ease of implementation.

A photograph of two men in an office setting. The man in the foreground is wearing glasses and a light blue checkered shirt, looking at a computer monitor. The man in the background is also looking at a computer. The office has large windows in the background showing greenery outside.

I needed a solution to measure activity and tool usage, individual and team productivity metrics, as well as record time spent on different ongoing projects.

The solution

WorkMeter's performance management software was the solution that best suited the project's needs, meeting all requirements and providing an opportunity for continuous improvement beyond the initial measurement need.

The project was implemented in various stages, including the initial identification of the project team (managers and department heads), defining the improvement objectives to be achieved, and a communication process to employees about project challenges and development.

During its implementation, training sessions were conducted for managers and employees, showing them in a straightforward manner how to configure WorkMeter software to obtain and interpret their data.

Finally, the WorkMeter performance management software was deployed on workstations across different company departments.



WorkMeter's performance management software provided an opportunity for continuous improvement beyond the initial measurement need.

From the moment of its installation, WorkMeter's software began listing the applications and websites used by employees in their daily work activities, allowing for the configuration of an initial productivity map and obtaining objective data on the productivity of workgroups.

The results

- The initial observations indicated that the overall productivity of employees was lower than expected by the organization.
- A comparison between departments highlighted differences in performance levels, especially among call centers in different countries and development departments.
- Analysis of application usage identified excessive use of email (up to 40% of productive time in some cases). The average time spent on each application was low (well below 1 minute).



A comparison between departments highlighted differences in performance levels.

After 5 months since the project's inception, significant results were achieved:

- Productivity improvement: There's a **20% increase in overall employee productivity.**
- Time management enhancement: In some departments, thanks to the insights provided by WorkMeter's performance management software regarding time and application usage, employees improved their work habits. They focused more on productive applications, dedicating their time to priority tasks and projects, **resulting in productivity increases of up to 30%.**
- **Reduction of non-productive activity:** 70% of departments have less than 30 minutes of non-productive activity daily, a substantial decrease compared to the project's outset.



Employees improved their work habits, focusing more on the use of productive applications.

The departments have a non-productive activity time of less than 30 minutes daily, much lower than that recorded at the beginning of the project.



Time Management

Additionally, since May 2019, Logitravel has been using WorkMeter's timekeeping software to comply with the new Working Hours Registration Law and avoid potential fines. The system provides them with a daily timekeeping record per employee, optimizing work time management.

In conclusion, WorkMeter's performance management software has proven to be **the solution that best suited Logitravel's needs, effectively addressing the challenges posed in the project. Once the initial objectives were achieved**, Logitravel continues to use WorkMeter's software as a key element in its continuous improvement processes in the performance of its employees.

+20%
productivity

Greater
focus on key
tasks

Time
tracking

Check out everything that WorkMeter can do for your organization.

Try it for free for 15 days.

