

The logo of the Ajuntament de Terrassa, which is a red shield with a crown on top and a stylized building inside.

Ajuntament de Terrassa

"We have gone from having a crystal ball to having real, verified data."

About Ayto. de Terrassa

Terrassa is a municipality located about 28 km from Barcelona, covering an area of 70 km². It has approximately 215,269 inhabitants and ranks among the 25 most important municipalities in Spain.

Industry: **Region:** Government Administration

Company size: 1001 - 5000 employee

WorkMeter Products: [Performance management software](#)

The challenge

At the beginning of 2011, we decided to embark on a modernization plan for the professional management of the city council. The main objective was to evaluate both individual and collective performance levels and to align resources with the real needs of the municipality.

We quickly realized that we lacked performance indicators, reliable and exhaustive metrics on the use of IT systems, and an understanding of how well these uses were aligned with the municipality's needs and objectives.

We sought a solution that would allow us to understand work patterns, identify key areas for improvement, and provide an objective basis for deciding which actions to prioritize and implement.

A background image showing a business meeting. Several people in professional attire are gathered around a table. One person is pointing at a laptop screen, while another is holding a pen over a document with charts. The scene is brightly lit, suggesting an office environment.

**The “Ayuntamiento de Terrassa”
needed to properly size their IT systems
and avoid unnecessary expenses.**

The solution

We chose the performance management tool because it was the product that best met our needs, as it allowed us to:

- Automatically collect data, avoiding long manual reporting processes.
- Guarantee the privacy of individuals and offer them a tool for self-managing their time.
- Have a system for monitoring our network.
- Understand the use of our internet access and the degree of utilization of technological devices.
- Maintain a real-time inventory of application usage and efficiency, enabling us to capture information on system usage efficiently and transparently.
- Integrate other external platforms to complement the metrics and facilitate management.
- Utilize a tool that is easy to deploy and has a pay-per-use model that fits perfectly with our IT strategy.



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Guarantee the privacy of individuals and offer them a tool for self-managing their time.





The deployment process was extremely simple and incident-free.

In May 2011, the implementation of the solution began across more than 1,500 workstations that regularly use computers.

The deployment of the tool on all the organization's devices was carried out in phases and in a very controlled manner. Despite the heterogeneous and partly obsolete nature of the device fleet, the deployment process was extremely simple and incident-free. Regarding the maintenance and administration of [WorkMeter](#), over the three years of operation in our organization, we have found it to be robust and reliable, with no incidents affecting the systems.

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Once the implementation was completed, employees were given access to the [performance management](#) solution's data so they could familiarize themselves with the tool and begin studying their performance data.

Results

Having detailed metrics on the use of IT systems has provided the organization with highly valuable information.

All activity and productivity information of workers from each department is available to their respective managers and, in a personalized and confidential manner, to each worker as well.

Department managers can evaluate the activity and productivity of all their members, make decisions with their teams to improve, and observe and measure the evolution of results.

On the other hand, workers can view the details of their activity, identify "time thieves," understand which activities are productive and which are not, become aware of unproductive uses they were unaware of, and improve their time management.

Thanks to the use of WorkMeter's tool, the productive activity of the entire organization has increased by 20%.



Each department manager can evaluate the activity and productivity of all their members, make decisions with their teams to improve, and observe and measure the evolution of results.

In parallel, the usage metrics of software and PCs obtained with [WorkMeter](#) have allowed us to identify several cases of underutilized equipment and software. This has facilitated decision-making regarding equipment renewals and resource optimization.

We will soon add mobile devices such as tablets and smartphones, based on Android, to the set of systems we are monitoring with WorkMeter, providing a more comprehensive view of employee activity.

We also plan to integrate the solution with our time and access control system, **complementing the tool with data on employee presence in the various municipal facilities.**

20% Increase in
Productivity

Savings in IT
Resources

Discover everything WorkMeter can do for your organization.

Try it free for 15 days

