



“WorkMeter’s tool is essential in management to be able to measure the productivity of our collaborators”

About Coopecaja

Coopecaja is one of the most solid financial entities in the national financial system in Costa Rica.

The priority for COOPECAJA is to provide savings and credit services, thus contributing to its socioeconomic development.

The financial services of the cooperative represent a timely solution for the needs of its members through the implementation of credit lines according to the needs of the associates; as well as educational campaigns to promote the benefits of saving.

Industry: Finance

Region: Costa Rica

Company size: 1001 – 5000 employee

WorkMeter Products: [Performance management software](#)

The challenge

Coopecaja emerged in 1971 in Costa Rica as a small cooperative project that has grown to become one of the most solid and prestigious financial entities in the Latin American country in just a few years.

Coopecaja has maintained a constant growth, for which it became in 2005, the cooperative of the workers of the Costa Rican public sector. The priority of this organization with a social focus has always been to offer savings and credit services to its numerous associates.

With the growth of the entity, the volume of activity, personnel, procedures, documentation also increased... A general increase difficult to manage with traditional methods, and even more so under the teleworking modality.

Until a year ago, the company lacked a system to measure the productivity and performance of its employees, which often caused time not to be managed in the best way. With the pandemic, Teleworking is established and this is where the performance management tool has proved to be of great help to the company.

A background image showing a person's hand holding a pen over a laptop on a wooden desk. There is a pink mug and a potted plant in the background.

"With the arrival of the pandemic and teleworking as a work modality at COOPECAJA, Performance management software is essential in management to be able to measure the productivity of our collaborators",

Maria Mesen Roman from Coopecaja.

The solution

After an exhaustive evaluation of the situation, it was decided to implement performance management software, the tool created to manage and measure people's productivity levels and to optimize time management.

"The change came here," recalls Jorge Iván Arroyo Torres, director of Coopecaja. Numerous tests confirmed that performance management tool was a perfect fit for Coopecaja's needs. Not only in terms of time management, but also in relation to work outside the office and which required having information online, since the entity had increased the number of its remote workers to 160.

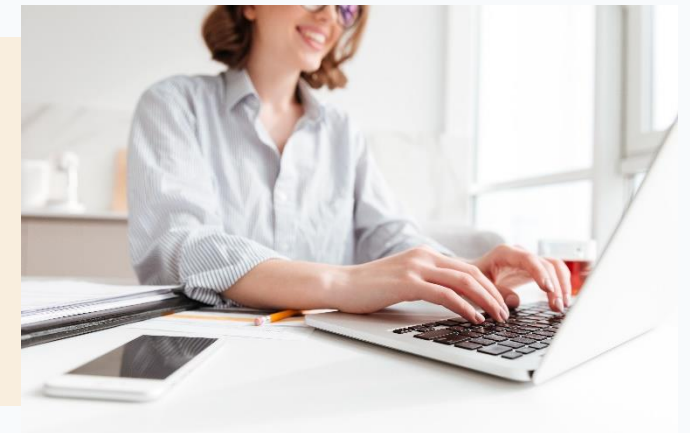
"All the employees involved in the same task are now constantly updated regarding the progress of the project", comments María Mesén Román.

Those in charge of the financial institution confirm that the workers have welcomed the tool with pleasure and interest, so "their adaptation to the new system has been quick and smooth".



All employees involved in the same task are now constantly updated regarding the progress of the project

This ease in the adoption phase has allowed the financial company to rapidly extend the implementation of the system in all departments.



The solution



Vacation control in the system helps the employee to manage them correctly so as not to harm individual and group results.

All the work carried out in the entity would serve to improve his own and the results of the entire staff, which is a long-term general benefit.



"Previously, together with the Workmeter team, we had to carry out awareness work in parallel to the pilot tests. Constant communication and the training of work teams have been key to creating and establishing the company culture necessary for the efficient use of performance management tool", indicates María Mesén Román.

A great advantage for Coopecaja has been the integration of time and vacation control into the system, something that helps the employee to manage them correctly so as not to harm individual and group results.

There was some uncertainty at the beginning regarding the measurement of the activity and the type of information that the managers would have access to. "But everyone finally understood that this knowledge of all the work carried out in the entity would serve to improve their own and the results of the entire workforce, which is a general long-term benefit."

Results

One year after starting to work with the tool, **Coopecaja confirms that it has saved a lot of useful work time both in project management and in measuring productivity.** Gone are the endless hours of employees and managers filling spreadsheets and reports with data, which later had to be analyzed. performance management tool generates the reports and indicates the path of improvement.

"Now bosses have greater control and better manage the activities of their work teams while employees are already aware of their degree of productivity, thanks to which they can intervene to improve it. It is even the same collaborators who propose changes and adjustments for a better use. In this way, the time saved can be invested in other functions. And this is something that benefits both the worker and the company", emphasizes Elizabeth Morales Rivera.



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In short, through knowledge of productivity indicators, managers and collaborators can manage their time more efficiently, also identifying areas for improvement in the processes they manage.

Not only Coopecaja itself is benefiting from the transformation, but also its clients. According to Jorge Iván Arroyo Torres, "a better and fuller attention translates into an excellent quality service with the added bonus that it can be maintained over time".

After the experience, Coopecaja is clear about the reasons why it recommends performance management tool for any business sector:

- **It is functional and friendly.**
- **It allows to know the efficiency of the work of the work teams.**
- **It allows obtaining reports with which to make decisions.**
- **Allows adjustments to processes, areas and departments.**
- **The cost is reasonable and perfectly manageable.**
- **In the current circumstances, the measurement of teleworking teams is essential and the tool provides it.**



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Thanks to the tool, the financial entity will be able to meet its objective of determining costs through the exhaustive knowledge that our tool with measurement indicators and performance provides.

Knowing and measuring which, how, how much and by whom the various company systems are being used is what he needed to complete the path towards his goal.

**Useful saving of
work times**

**Improve time
management**

**Allows the
measurement of
teleworking
teams**

Check everything that WorkMeter can do for your organization

Try it Free for 15 days

