

WiZink

"Now we have a precise time record, which works both in person and teleworking, and which does not require interventions from either HR or the workers themselves."

About WiZink

WiZink is a digital bank that is an expert in consumer finance in Spain and Portugal, specializing in credit cards and savings products. It is a bank without branches, which operates through digital channels, mainly mobile devices. It promotes all the financial potential of its users in a responsible, realistic, agile and flexible way.

Industry: Finance

Region: Spain and Portugal

Company size: 1001 – 5000 employees

WorkMeter Products: Time management software

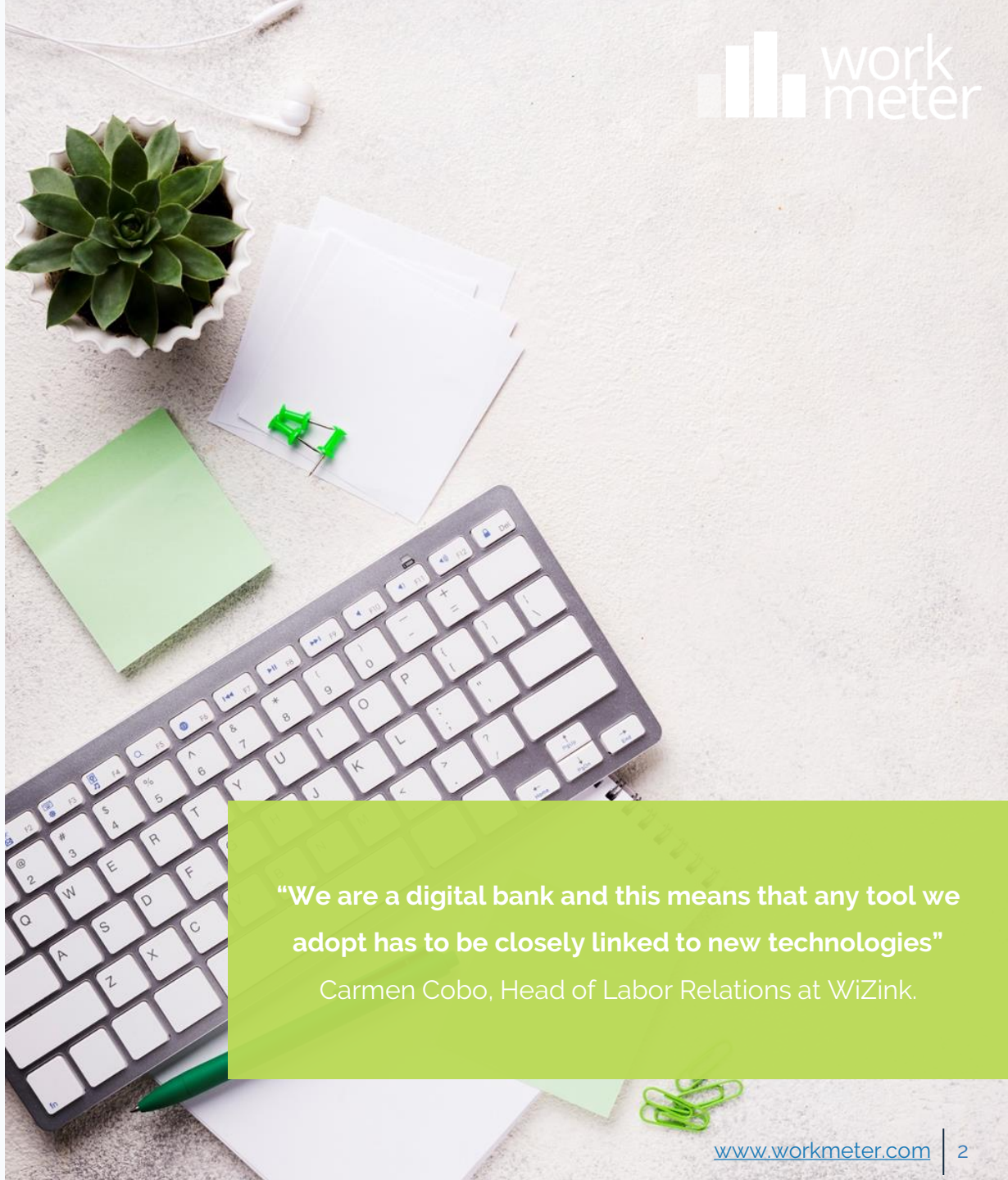
The challenge

When the new legislation forced Spanish companies to keep a record of their workers' working hours, WiZink, the digital bank that is an expert in consumer finance in Spain and Portugal, was very clear from the outset what kind of solution it needed.

It had to be a solution that suited their flexible culture. And, of course, it couldn't be a solution that would give his employees additional tasks to the ones they already had. But above all, it would be a fully digital solution.

After weighing various alternatives, the entity finally opted for WorkMeter's time recording tool.

"It was the only one that offered us a practically 100% automated solution, without manual work, and that was a determining factor for us since one of our main objectives was to have a solution that would help us comply with the law but, at the same time, time, had minimal interference in the day-to-day life of the employees", sums up Carmen Cobo.

A top-down view of a desk setup. It includes a silver laptop keyboard, a small potted succulent, a green sticky note, a green paperclip, and some white papers. A green highlight box is overlaid on the bottom right of the image.

"We are a digital bank and this means that any tool we adopt has to be closely linked to new technologies"

Carmen Cobo, Head of Labor Relations at WiZink.

The solution

WorkMeter's time recording tool offered, among other advantages, experience, security, reliability and ease of use. And it also provided the guarantee of working with a tool that had been widely tested in the market and used by other large clients.

"Since most of the workstations are PC-based, the product offers total automation with which WiZink can record the working hours of the entire workforce without HR intervention and without the cost of time for the employee himself. In addition, it is a cloud-based solution and, therefore, does not require investment in technology or having to keep records for four years, since we do everything from Workmeter", highlights Joan Pons, CEO of WorkMeter .

One of the advantages that WiZink most appreciates about WorkMeter's tool is its ability to automate. "Employees don't need to get into the tool; it is enough that they have a PC for the registration to take place. And in the event that they want to delve deeper into the solution and access the tool is very intuitive and easy to use", comments Carmen Cobo.



**The solution offered,
among other
advantages, experience,
security, reliability and
ease of use.**

**Employees don't need to
get into the tool; it is
enough that they have a
PC for the registration to
be carried out**



The solution

As far as internal design is concerned, the reliability and flexibility of the solution are other of its plus points. "The tool practically does not cause errors and, in addition, it allows us to make adjustments based on our needs", emphasizes this Human Resources specialist.

Cobo especially values the closeness that they have felt from Workmeter at all times. "They have been permanently at our disposal to implement the changes that we asked of them. Whether it was modifications that required complex developments, or simpler modifications such as changing the message that appears in the pop up when you are absent from your post for more than 15 minutes". Follow-up meetings, incidents in the registry, adjustments for groups... "There has been total availability on their part and I would say a lot of joint work. In this project we have felt Workmeter as if it were part of our own team, and that shows in the result".

As with all significant changes in business operations, doubts arose at first. "Not having had a time recording tool before, employees had a lot of questions: how to access the tool, how to edit activity... Actually, basic things, nothing to which the answer was not already available to users in the work guide, use, the explanatory video or the rest of the materials that we upload to the Intranet".



The solution

Although the startup was scheduled for March 2020, the arrival of the pandemic delayed the entire process. "We finally left in June, with the entire staff teleworking, so the installation was carried out remotely," recalls Carmen Cobo.

Despite these difficulties, the process was very fast. "Within a few days we had the tool installed on all the PCs." A speed in which, once again, the good understanding between both companies was key.

"The Workmeter team worked a lot with our technology team to arrive very well prepared at the time of installation, and this allowed us to start up on time and without complications", highlights the head of Labor Relations at WiZink.



The tool offered, among other advantages, experience, security, reliability and ease of use.

The ease of adoption has made it possible to rapidly extend the implementation of the system in all departments.



Results

Any point of improvement? "On some computers, such as Linux, the registration is not automatic and must be done manually. But apart from that aspect, whose solution is being worked on, the tool practically meets our needs 100%", concludes Carmen Cobo.

"We now have an accurate time record, which works both in person and teleworking, and which does not require interventions from either HR or the workers themselves. A system in which the data is always available and with which thousands of hours are saved per year of time management".

"If we have had it since 2020, it is because it works very well for us and because it can be adapted to all types of business reality", summarizes this person in charge of the bank. WiZink has recently extended the use of the tool to the two companies that have recently joined the group: Lendrock and Aplazame, with which there are now more than 1,000 users.

For Carmen Cobo, the best indicator of the effectiveness of the tool is the fact that two years after its implementation, there are practically no incidents or queries from employees. "Maybe we get a question every three months, and it's never complex issues that require us to adjust the tool. Sometimes we forget that the solution is there, but it is. And that silent coexistence is the best proof that it works".

A background image showing a business meeting. Several people are seated around a table, looking at documents and using mobile devices. A green semi-transparent box is overlaid on the left side of the image, containing white text.

Employees are already aware of their degree of productivity, thanks to which, they can intervene to improve it

Thanks to WorkMeter's time recording tool , the financial institution will be able to comply with current legislation on time registration, adapted to its flexible culture and in a fully automatic and digital way.

Being able to determine the registration of hours of your employees and the silent coexistence with the platform is the perfect indicator that the solution fulfills its mission and does not hinder the development of the activities of your employees.

100% digital and
automatic
registration

Ensures
compliance with
current law

Adaptable to
each business
reality

Check everything that WorkMeter can do for your organization

Try it Free for 15 days

A person's arm is shown wearing a smartwatch. Overlaid on the image is a white bar chart with four bars of increasing height, followed by a shorter bar. To the right of the chart, the words "work" and "meter" are stacked vertically in a large, white, sans-serif font. The background is a blurred image of a laptop screen displaying a calendar or project management interface.

work meter