

# InTouch Credit Union Equips Employees with Easy Online Performance Management with emPerform

## Not-for-Profit Community Financial Institution Automates Employee Goal Setting, Compensation Planning, and Approval Tracking with emPerform.

Headquartered in Plano, Texas, InTouch Credit Union (ITCU) is a not-for-profit community financial institution that has grown since 1974 to include 19 branches in five states and serves 91,507 members across the U.S. as well as more than 20 countries around the world. The organization's success is attributed to the high level of personalized member care executed by its staff of 200 employees across all locations.

### The Situation

#### InTouch Credit Union Needed an Easy Way to Automate Its Unique Performance and Compensation Approval Routing Processes and Give Staff an Easy & Accessible Platform for Performance & Compensation Tasks and Histories.

Prior to using emPerform, ITCU found their existing performance management system limited in functionality, cumbersome for users, and they were not able to tailor it to accommodate their unique performance management and compensation planning approval processes. With many locations and such diverse employee groups, ITCU needed an easy and accessible tool for employees and managers to track performance planning, actions and history, while ensuring the automated routing of approvals and consistency in their philosophies and processes across all branches.

## Finding a New Performance Management System for ITCU

Sammie Cantrell, Senior Vice President & CAO at ITCU, worked with the organization and her team, to evaluate several performance management systems before choosing emPerform.

"In terms of the new system, emPerform stood out and was selected due to several key factors and advantages," said Sammie.

*"In addition to being intuitive, **emPerform** has robust **functionality** for goal setting and tracking, budget planning and monitoring as well as compensation management. These were important features for ITCU. Additionally, the system provided the ability to **customize the approval levels and routing** needed by our business – this set emPerform apart from other vendors we considered whose systems did not have functionality for manager approvals, only HR approval."*

### The Results

ITCU became a valued emPerform customer in 2014 and has since then achieved great results with their performance management system.

#### Easy-to-Use Online Performance Management with Minimal Training & Uptime for Staff:

Employee performance management software is one of the business applications that is used by the entire organization. As such, it must be extremely easy to access and navigate, and offer guidance and reminders at any stage. ITCU found this usability in emPerform. "emPerform stands out immediately as a **highly intuitive and easy-to-use** software system," said Sammie. "Because of this advantage, there is minimal training needed for management and employees."

**Easy Access to Performance Records & Complete Visibility into Status & Approval Tracking:** “In terms of our record keeping requirements, the system has made the process very easy and efficient, as well as accurate,” said Sammie. “Additionally, the ability for leaders to access employee historical appraisal and compensation data is a huge plus. Reports are easy to pull, which enables HR to effectively track outstanding reviews as well as provides snapshots of review status.”

**“emPerform offers peace of mind that the performance review and compensation review processes will run smoothly for management and maintain accurate records for personnel files.”**

**Personalized Customer Support from emPerform:** ITCU’s commitment to member care and support was echoed in the service levels and personal interactions they receive from emPerform. “emPerform’s customer service was and continues to be distinctly above any other vendor with whom we work,” said Sammie. “emPerform has been and continues to be our most reliable and trusted vendor in the HR space.”

***“From an administrator perspective, the customer service is stellar. We receive very timely and thorough support. The emPerform team is responsive, knowledgeable and very friendly.”***



*emPerform is **very easy to use**,” said Tami Gutierrez, Senior HR Generalist at InTouch Credit Union. “We have been using the software for more than 2 years and **consistently receive positive feedback from end users** - all report very simple to access, intuitive and easy.*

**Get started today!**

**[Book your live demo of emPerform](#)**

**1.877.711.0367**

