

How UW Credit Union Cut Review Setup by 70% and Unlocked Real-Time People Analytics

Source: 15five | **Author:** Anthony Onesto | **Published:** February 13, 2026 | **PMS Relevance:** PMS CORE | **Type:** Case Study | **Geography:** United States

Source URL: <https://www.15five.com/blog/how-uw-credit-union-cut-review-setup-by-70-and-unloc>

Executive Summary

This article addresses the performance management challenges faced by UW Credit Union, an organization of approximately 920 employees, prior to adopting the 15Five platform. The organization's legacy system, Halogen, was characterized by manual, time-intensive processes, inconsistent manager-employee interactions, limited leadership visibility, and cumbersome demographic reporting. The article's central argument, advanced from the vendor's perspective, is that replacing Halogen with 15Five produced measurable operational improvements across these dimensions. Key evidence presented includes a reported reduction in annual performance review setup time from over ten hours to approximately 30 minutes, the recording of over 13,000 one-on-ones since implementation, and the compression of demographic reporting tasks from hours to seconds. The article further highlights a pilot-based rollout strategy that tested platform intuitiveness without formal training. The conclusions drawn are that ease of use drove high adoption, digitization of disciplinary processes reduced administrative burden, and real-time analytics enabled more equitable and efficient people decisions. The piece is published directly by 15Five and relies exclusively on testimonials from UW Credit Union personnel.

Key Insights

1. UW Credit Union reduced annual performance appraisal setup time from over 10 hours to approximately 30 minutes following platform migration, representing a reported 70% or greater reduction in administrative effort.
2. A phased, pilot-first rollout strategy — testing platform intuitiveness with a manager cohort before full deployment — was cited as a driver of high adoption without requiring significant formal training resources.
3. Demographic performance reporting, previously reliant on manual VLOOKUP operations between exported data and an HRIS, was reduced to a task completable in approximately 35 seconds, enabling faster calibration and equity-focused decision-making.

Practical Takeaways

- Organizations migrating from legacy performance systems may consider piloting new platforms with a representative manager cohort prior to full rollout, as this approach was associated with adoption success at UW Credit Union without formal training investment.
- Digitizing disciplinary and performance improvement documentation — replacing print-sign-scan-upload workflows with in-platform action plans — was identified as a specific

operational efficiency gain in this case.

Critical Analysis

This article is a vendor-produced marketing case study published by 15Five, the platform being evaluated. All evidence, including quoted metrics and testimonials, originates from UW Credit Union personnel who are existing customers, and no independent third-party verification or audit of the reported figures is provided. The 70% setup-time reduction headline is not explicitly stated in the body text; the article references a reduction from 'a day and a half' to '35 minutes' and separately from '10+ hours to 30 minutes,' introducing minor internal inconsistency. No control group, counterfactual, or pre-post methodology is described. The qualitative framing — words like 'frictionless,' 'A-Ha! Moment,' and 'Best-Self Review' — reflects vendor language rather than neutral organizational assessment. The article omits any discussion of implementation costs, change management challenges, data migration complexity, or employee-side experience beyond manager adoption rates. As a result, the findings are directionally informative but cannot be treated as generalizable evidence of platform effectiveness.

Organizational Practice

UW Credit Union implemented a phased rollout of a new performance management platform beginning with manager check-ins and one-on-ones, followed by a mid-year performance snapshot, and subsequently a full year-end appraisal cycle. Disciplinary documentation was digitized via in-platform action plans. HR used built-in analytics dashboards to generate demographic performance reports previously requiring manual data joins between exported files and an HRIS system.

Strategic Implications

The case illustrates a pattern in which mid-sized organizations with legacy HR systems are migrating toward integrated platforms that consolidate performance reviews, continuous feedback, and people analytics into a single interface. The emphasis on ease of use as a primary adoption driver reflects a broader trend toward reducing administrative friction as a prerequisite for manager compliance. The reported compression of reporting tasks from hours to seconds points to growing organizational interest in real-time demographic performance data for equity and calibration purposes, rather than retrospective annual reporting.

Validation Status: warning