runa

CUSTOMER PROFILE

arcus

Location:	MX
Employees	182 employees
Industry:	Finance
Customer since:	September 2020
Website:	http://arcusfi.com/

See profile

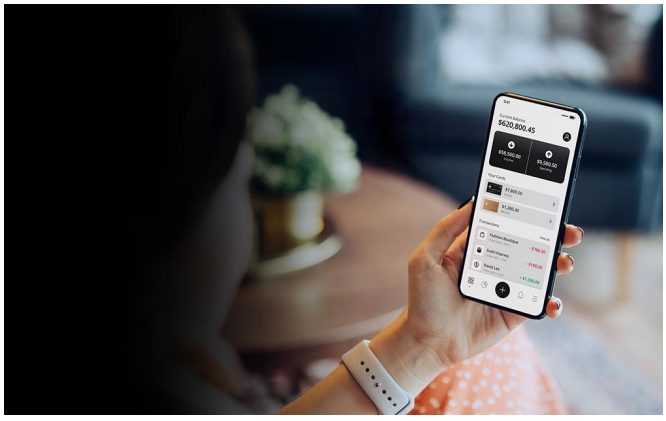
About Arcus

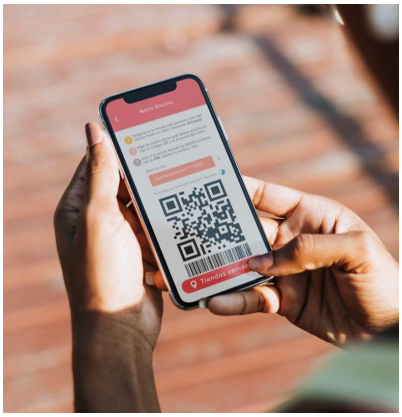
Arcus is a leading platform within the fintech as a service model. Its value proposition focuses on making it easier for companies, whether fintechs, banks, or retailers, to launch financial products and services without needing to build all the infrastructure from scratch. This includes everything from bill payments and mobile top ups to transfers, cash operations, and financial management through apps, websites, wallets, and physical locations. The company started with a very specific mission: facilitating cross border payments for migrants. Over time, however, Arcus evolved into something much broader. Today, its technological infrastructure allows many companies to accelerate innovation and scale financial operations with greater agility and confidence. In practice, this means operating in an environment where speed, efficiency, and adaptability are part of everyday business. And naturally, that level of operational demand also extends to internal processes.

What challenges were they facing with payroll?

Before implementing Runa, Arcus managed payroll entirely through an outsourced provider. While this model solved some operational tasks, over time it also created important limitations around visibility, flexibility, and response times.











Processes moved slowly, adjustments required coordination with external teams, and there was very little room to react quickly when changes were needed. “Every modification required several days of coordination and follow up, and that took time away from focusing on what was truly strategic,” shares Lucía Hernández. As the company continued growing, this dependence on an external firm started creating operational friction that became harder to justify in a fintech environment where agility is essential.

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>
> *- Lucía Hernández, Finance Director*

In what areas has Runa helped them?

The implementation of Runa marked a major operational shift for Arcus. The company decided to bring its entire payroll management process in house, centralizing operations that were previously dependent on external coordination. From payroll calculations and payments to stamping and receipt generation, everything became automated and managed internally through a single platform. This transformation significantly reduced turnaround times, lowered operational costs, and gave the team much greater precision and control over payroll management. “Today, we can make adjustments in a matter of minutes and always with full traceability, something that was unthinkable before,” explains Lucía Hernández. That traceability became especially valuable because it allowed the team to react quickly to internal changes, operational adjustments, or new regulatory requirements without depending on third party timelines. In addition, the support provided by Runa became an important part of the experience. Webinars, practical educational content, and a responsive support team helped strengthen not only the operation itself, but also the confidence of the internal team managing the process.

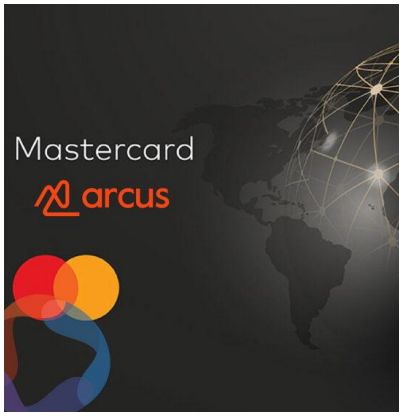
> **Before, we relied on an external payroll provider, which limited our flexibility and control. With Runa, we can manage everything internally in an agile and transparent way, without wasting time on manual processes or unnecessary delays.**
>
> *- Lucía Hernández, finance Director*

Why did they choose Runa?

What ultimately influenced the decision was the combination of solid technology, operational flexibility, and a support model designed for companies moving at high speed. Arcus needed more than payroll software. The company needed a platform capable of scaling alongside the business while maintaining visibility, structure, and operational control. Runa stood out because it offered an intuitive and reliable experience without adding unnecessary complexity to daily operations. At the same time, the educational approach and close support from the team made a noticeable difference throughout the implementation process. Lucía Hernández explains it clearly: “Runa is not just a tool; it is a partner that helps us become more efficient and make decisions based on real information in real time.”











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4.9/5.0

★★★★★

CAPTERRA

See reviews

4.9/5.0

★★★★★

SOFTWARE ADVICE

See reviews

4.9/5.0

★★★★★

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