



Location: MX
Employees 25 employees
Industry: Software
Customer since: July 2020
Website: www.icalialabs.com

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About Icalia Labs

Founded in 2012, Icalia Labs has evolved from a software development company into a strategic technology partner for mid sized organizations looking to transform ideas into scalable digital products. The company combines strong engineering capabilities, agile methodologies, and a customer focused mindset to help businesses accelerate innovation and build impactful technology solutions. At the core of its operation is a philosophy known as the Icalier Way, a methodology that guides not only client projects but also internal processes and decision making. This approach emphasizes efficiency, continuous improvement, transparency, and operational excellence across every area of the business. As the company continued to grow, maintaining the same standards internally became increasingly important.

What obstacles were they facing when managing payroll calculation and payment?

Before implementing Runa, Icalia Labs operated under a hybrid payroll model. Payroll calculations and tax stamping were managed by an external provider, while payment disbursement remained under the responsibility of the internal finance team. Although this setup initially met the company's needs, it gradually became a source of operational friction as the business expanded.



As Mariana Santiago explains, “Waiting every two weeks for the external calculation took away our control and made the process much slower than it should be.” The team often had limited room to react when changes or incidents occurred. Delays in payroll calculations or tax stamping created unnecessary administrative challenges and impacted operational efficiency. As the company continued to scale, it became increasingly clear that maintaining external dependencies for such a critical process was not sustainable. The finance team needed greater autonomy, faster execution, and complete visibility over payroll operations.

“**Waiting every two weeks for the external calculation took away our control and made the process much slower than it should be.**

- Mariana Santiago, Finance Director at Icalia Labs

How did Runa transform their payroll process?

Implementing Runa represented a significant shift in the way Icalia Labs manages payroll. For the first time, the company gained complete ownership of the entire payroll process through a single platform. Tasks that previously required coordination with external providers could now be executed internally with greater speed, accuracy, and confidence. Today, the team simply enters payroll information while the platform automatically handles calculations, tax stamping, payment disbursement, and reporting. This automation significantly reduced the time invested in payroll administration while eliminating many of the manual steps that previously created bottlenecks. The platform also simplified the management of IMSS related processes, including employee registrations, terminations, and salary modifications.

“**Having full control of payroll completely changed our operation; today the process is agile, precise, and we do not depend on third parties for something so critical.**

- Mariana Santiago, Finance Director at Icalia Labs

Why was Runa the best option for Icalia Labs?

When evaluating solutions, Icalia Labs was looking for more than payroll software. The company needed a comprehensive platform capable of combining automation, visibility, compliance, and reliable support within a single experience. Runa stood out by allowing the entire payroll cycle to be managed from one place, eliminating the need to switch between systems or depend on external providers. The ability to calculate payroll, process tax stamping, generate reports, manage employee movements, and execute payments within the same platform was a key factor in the decision. Beyond functionality, the quality of customer support played an important role. As Mariana Santiago highlights, “The quality of the support has been an important differentiator for us. We always have someone who responds, explains, and solves.” The combination of technology and responsive human support gave the team confidence throughout the implementation process and in daily operations.



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4.9/5.0



CAPTERRA

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4.9/5.0



SOFTWARE ADVICE

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G2

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