

COURTPALS

Location: MX, US
Employees 30 employees
Industry: Legal
Customer since: March 2021
Website: www.court pals.com

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About Courtpals

Court pals is an online company specialized in immigration legal support, with a strong focus on drafting and translating declarations for complex legal cases. Its work sits in a space where precision matters a lot, because every document, every process, and every detail can have a real impact on the people involved. Over time, Court pals has developed thousands of declarations that have helped its clients save hundreds of thousands of dollars in staff time and operating costs. At the same time, the company has helped 97% of these cases conclude successfully in court. That combination of efficiency and real results has helped position Court pals as a strategic ally in a highly demanding and regulated sector. And in this type of industry, it is not just about volume. It is about consistency. Anyone can look busy. The hard part is getting strong results again and again, especially when the work carries legal weight and the margin for error is not exactly wide enough to park a truck. The company's mission is to provide non legal support in complex legal processes, backed by a team with more than 20 years of immigration experience. Their work covers both affirmative defense and deportation cases in the United States, which means the team operates in sensitive, complex, and very human situations. That expertise, combined with a fully digital and remote operating model, has allowed Court pals to scale quickly and serve clients in different contexts while keeping high quality standards. But growth also brought new internal challenges. As the team expanded and became distributed across different locations, the need for more structured, clear, and scalable processes became harder to ignore.

What challenges did they face when managing payroll calculation and payment?

In its early stages, Court pals did not have a clearly defined payment structure for its team. This created inconsistencies in the way processes were managed and made it harder to maintain the same standard for all employees. As the company grew and more people joined the team, organizing the operation became essential. Court pals needed more formal processes, consistent payments, and clear benefits that could be explained properly to everyone.



That need was not only operational. It was also about trust. Because payroll is not just a number arriving in a bank account. For employees, payroll is clarity. It is confidence. It is knowing what was paid, why it was paid, what was deducted, and what benefits are available. When that information is not clear, people start asking questions. Fair questions. Necessary questions. But still, questions that can pile up fast for HR. The challenge became even bigger because much of the team is located outside Mexico and is not familiar with Mexican labor laws or local administrative processes. That created constant doubts, more operational work for HR, and a strong dependence on manual management. In practice, this kind of friction does more than slow down the day. It can also affect how the team feels about the company. When there is no clarity around payments and calculations, people can feel uncertain, even when the company is doing things correctly.

“**As the team grew, we realized we needed a tool that would help us organize payments and explain them clearly to everyone.**

- Natalie Gomez Caballero, HR manager

How has Runa impacted their daily operation?

The implementation of Runa changed the way Courtpals manages payroll and Human Resources processes. From the beginning, the platform helped calculate payroll with more accuracy, more automation, and much better efficiency. This reduced the time spent on administrative tasks that previously required several reviews and manual validations. For HR, that kind of change is not small. It means fewer repetitive checks, fewer back and forth messages, and less time spent trying to confirm information that should already be clear. One of the biggest differences has been the clarity Runa brings to information management. The platform centralizes the data and presents payment concepts, deductions, and labor obligations in a way that is easier to understand, even for foreign employees.

As Natalie Gomez Caballero says, “Runa makes administrative processes very clear, which is essential for a team that does not know Mexican labor laws in detail.” That clarity matters because Courtpals works with an international team. When people are spread across countries, payroll cannot depend on assumptions.

“**Runa gave us clarity and structure at a key moment of growth. Today, we can manage payments and benefits easily, even with an international team.**

- Natalie Gomez Caballero, HR manager

What do they value most about Runa?

For Courtpals, one of Runa's most important benefits is the speed and simplicity with which the team can calculate and manage payments. This allows the company to operate with more peace of mind and focus on what is truly strategic: business growth and continuous improvement of its service. That level of efficiency reduces the operational workload, lowers the margin of error, and improves the experience for both HR and employees. It gives the team a stronger base to work from, instead of making payroll feel like a monthly obstacle course. Another thing Courtpals values is the constant support from the customer service team. That support has been key in building confidence in the use of the platform. Being able to resolve questions quickly and receive close guidance makes daily operations smoother and safer. For HR, this is especially useful when the team is managing payroll, benefits, and administrative questions across borders. A fast answer can prevent a small doubt from turning into a full afternoon of confusion.

Court pals also highlights the value of Runa's monthly courses and workshops. These resources have helped the team grow, understand key payroll and Human Resources topics better, and strengthen internal capabilities over time. Overall, Runa has become a strategic ally for Courtpals. Not only because it automates processes, but because it supports the professionalization of talent management and helps build a clearer, stronger operation ready to scale. And for distributed teams that are growing constantly, that becomes a real advantage. Because when payroll is clear, benefits are easier to understand, and HR has the right tools, the team can spend less time untangling administrative knots and more time doing the work that actually moves the business forward. That is what Courtpals found with Runa: "a clearer way to manage people operations across borders, without losing control or human connection." Tool by Julian Goldie

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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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