runa

CUSTOMER PROFILE

VOPERO

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|---|---|
| **Location:** | MX, CL |
| **Employees** | 132 employees |
| **Industry:** | Retail |
| **Customer since:** | September 2021 |
| **Website:** | https://vopero.mx/ |

See profile

## About Vopero

Vopero was founded in Uruguay with a mission to transform the way people consume fashion by promoting circular economy principles and extending the life cycle of clothing. Through its marketplace, the company connects individuals who want to sell high quality pre owned garments with buyers seeking more sustainable, affordable, and conscious alternatives to traditional retail consumption. In a world where a large percentage of clothing remains unused in closets, Vopero offers a practical solution that reduces textile waste while encouraging responsible purchasing habits. As the company expanded throughout Latin America, Mexico became a key market within its regional growth strategy due to its dynamic e commerce ecosystem and growing interest in sustainable consumption. However, entering a new country involves much more than launching commercial operations.

## What challenges were they facing when managing payroll in Mexico?

One of the most significant challenges Vopero faced was navigating the complexity of Mexican labor and tax regulations as a foreign company entering the market. Payroll compliance in Mexico involves multiple obligations, including IMSS, SAT, IDSE, payroll stamping requirements, and other regulatory processes that require precision and local knowledge.














For a company with no prior experience operating payroll in Mexico, understanding how deductions, employer contributions, accumulated totals, and legal obligations worked represented a major learning curve. The team needed to ensure that payroll was processed correctly from day one while maintaining compliance with all applicable regulations. There was also an operational challenge. Managing payroll through multiple providers or disconnected systems could create inefficiencies, increase administrative costs, and make it more difficult to maintain visibility over employee information and payroll expenses.

> **As a Uruguayan company newly arrived in Mexico, we needed an agile tool that would allow us to understand and manage Mexican payroll without complications.**
>
> *- Juan Andion, Managing Director*

### In what areas has Runa helped them?

Implementing Runa allowed Vopero to establish a structured and compliant payroll operation from the start. The platform automated payroll calculations, centralized employee information, and provided real time visibility into every component of payroll management. By eliminating many of the manual processes previously associated with payroll administration, the company significantly reduced administrative workload and minimized the risk of errors. One of the most valuable features was the integration with IDSE, which simplified compliance related processes and eliminated the need to manage multiple systems or additional reporting workflows. This provided greater legal certainty and operational efficiency throughout every payroll cycle. The platform also improved transparency across the organization. Employees gained direct access to payroll receipts and detailed compensation information, helping them better understand how their salaries were calculated and strengthening trust within the team. For a company entering a new market, creating that level of transparency was particularly important.

> **Runa allowed us to simplify payroll calculation and have full control in one place; today we can consult any information in seconds and operate with complete transparency.**
>
> *- Juan Andion, Managing Director*

### What do they value most about Runa?

For Vopero, one of the most important advantages of Runa has been the combination of powerful technology and responsive support. The platform provides quick access to payroll information, historical records, incident tracking, and accumulated data, allowing the team to manage payroll operations efficiently without requiring a large administrative structure. The ability to review information instantly and generate reliable data has strengthened financial oversight and improved decision making. The flexibility of the platform has also been highly valuable. Different employee groups and compensation schemes can be managed within the same system while maintaining consistency and compliance. In addition, access to fast and reliable support has been especially important during the company's initial stages in Mexico, when understanding local payroll requirements and labor regulations was a priority. Having guidance readily available helped accelerate adoption and reduced uncertainty as the company established its local operations.














## See public reviews on Runa

| 4.9/5.0 | 4.9/5.0 | 4.9/5.0 |
|---|---|---|
| ★★★★★ | ★★★★★ | ★★★★★ |
| CAPTERRA | SOFTWARE ADVICE | G2 |
| See reviews | See reviews | See reviews |

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