runa

CUSTOMER PROFILE

⟨Full/Stack⟩

Location:	MX
Employees	122 employees
Industry:	Software
Customer since:	March 2021
Website:	https://fstack.com.mx

See profile

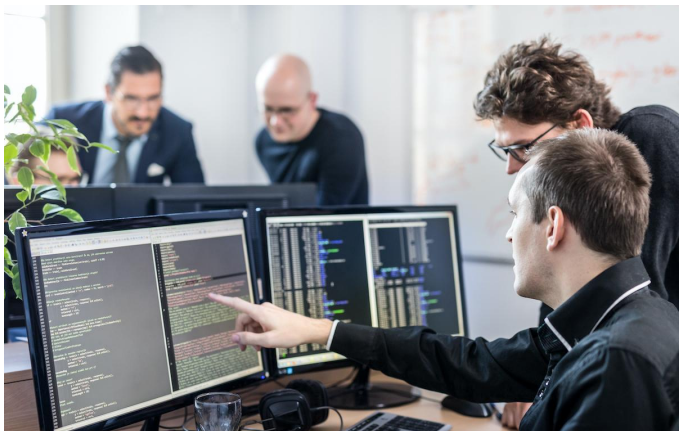
About FullStack

FullStack is a Mexican software development company founded in 2017 by a group of engineers who had a pretty clear idea from the start. They wanted to help change the digital scene in Mexico with technology that could compete at an international level. Not little patches. Not quick fixes held together with hope and a password nobody remembers. Real software. Strong mobile apps. Digital platforms that could serve clients in Mexico and abroad. Their strength has always been mixing technical skill with a good understanding of what the market actually needs, because code can be beautiful, yes, but if it does not solve a real problem, it is basically a very expensive puzzle. That focus helped FullStack grow quickly. And as usually happens when a company starts moving faster, the internal operation had to catch up. More projects. More people. More deadlines. More moving parts.

Before Runa: what challenges were they facing in payroll management?

In the early years, payroll at FullStack was handled fully manually. Excel sheets were part of the process. External calculations were part of the process. A lot of direct intervention was part of the process. And at the beginning, that worked well enough. Many small teams start there because it feels fast, familiar, and easy to control.











But once the company began to grow, that manual setup started to feel heavy. Each payment needed attention. Each payslip had to be stamped one by one. And there was no clear view of the full cost of hiring or how payroll growth was affecting the company's finances. Luis Polanco, who manages accounting, remembers it clearly: "At the beginning, we did not have clarity around benefits or the real cost of hiring someone; everything was done in Excel, and that limited us a lot." That lack of clarity created real friction. It was not only about spending more time on payroll. It was also about making decisions with incomplete information. When a software company is growing, leaders need to move quickly, but they also need numbers they can trust. Without that visibility, every new hire can feel a little like adding another tab to a spreadsheet that already looks like it has seen things. Financial control over payroll was also fragmented. The team did not have enough traceability. It was difficult to see how expenses evolved by employee.

> **At the beginning, we did not have clarity around benefits or the real cost of hiring someone; everything was done in Excel, and that limited us a lot.**
>
> *- Luis Polanco, Accountant*

What changed with the arrival of Runa?

Runa changed the way FullStack managed payroll in a very practical way. The team was able to automate the full flow, from calculation to payment and stamping. That removed a lot of repetitive work from the administrative team and reduced the risk of errors almost completely. Suddenly, payroll was no longer a process that needed so much manual checking, so many separate steps, or so much quiet praying in front of Excel. Now, employees can access their payslips, request vacation, and update their information directly in the platform. They do not need to go through extra steps or depend on someone else for every small request. That helped make the experience faster and cleaner for everyone. For the administrative team, it meant fewer interruptions. For employees, it meant more control over their own information. Nobody needs a treasure hunt just to find a receipt. That peace of mind is worth a lot. Payroll is one of those things that should not feel exciting. Exciting payroll usually means something went wrong and someone is breathing heavily near a spreadsheet. What FullStack gained with Runa was a process that became more predictable, more accurate, and easier to manage. Beyond saving time, the biggest value came from transparency and financial visibility. The administrative area can now access reports in real time, compare information with projections, and plan with better precision.

> **Runa gave us full clarity over payroll and allowed us to leave behind manual processes that were no longer sustainable for our growth.**
>
> *- Luis Polanco, Accountant*

What factors led them to choose Runa as their payroll solution?

FullStack looked at several options before choosing Runa, but practicality was what made the difference. The company needed a platform that was simple, reliable, and fully cloud based. That mattered because FullStack operates in software, where speed and agility are part of the daily rhythm. If the team builds technology to make work easier, then its own payroll tool could not feel like a dusty machine in the corner asking for patience and three passwords. Being able to manage the full payroll cycle from one place was decisive. Calculation, stamping, and payment disbursement through STP could all happen within the platform. That gave the team a cleaner workflow and fewer places for mistakes to hide. For accounting and administration, that kind of structure changes the way the process feels. It turns payroll from a manual routine into something easier to control and easier to trust.

They also valued how easy the platform was to use. Runa helped both the administrative team and employees work with more independence. It was not only about automation. It was about making the whole internal management experience more modern. A tool can have many features, but if people avoid using it because it feels complicated, the value gets stuck inside the software like a snack in a vending machine. Runa made adoption easier because the platform felt clear and practical from the start. Today, FullStack sees Runa as more than a payroll system. It is part of the technology foundation that supports the company's daily operation. It helps the team keep innovating because payroll is no longer taking up the same amount of time, attention, and manual effort. Internal processes stopped being an obstacle and started becoming part of the company's advantage. For a software company, that fit is important. The same logic they bring to their clients now lives inside their own operation too.

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4.9/5.0
★★★★★
CAPTERRA
See reviews

4.9/5.0
★★★★★
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