runa

CUSTOMER PROFILE

guruhotel

Location:	MX, US, EC, PE, CO
Employees	140 employees
Industry:	Hospitality
Customer since:	October 2021
Website:	https://www.guruhotel.com/

See profile

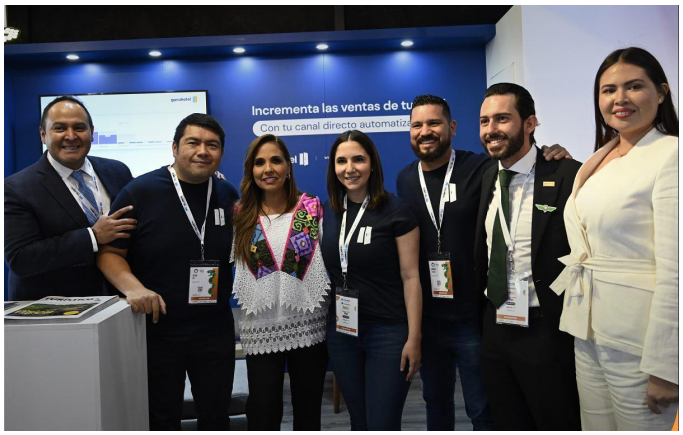
About Guru Hotel

Founded in 2019, GuruHotel was created with a simple mission: help hotels regain control of their direct sales. Through an intuitive and easy to implement platform, the company enables hotels of all sizes to launch websites, manage reservations, process payments, and deliver better guest experiences without relying heavily on third party platforms. As the business gained traction, GuruHotel experienced rapid growth. What began as a small startup quickly evolved into a larger and more structured organization, bringing new operational challenges and a growing need for scalable internal processes. With more employees joining the company and operations becoming increasingly complex, it became clear that internal systems needed to evolve alongside the business. Areas such as payroll and Human Resources required greater visibility, efficiency, and control to support the company's continued expansion.

What challenges were they facing in payroll management before implementing Runa?

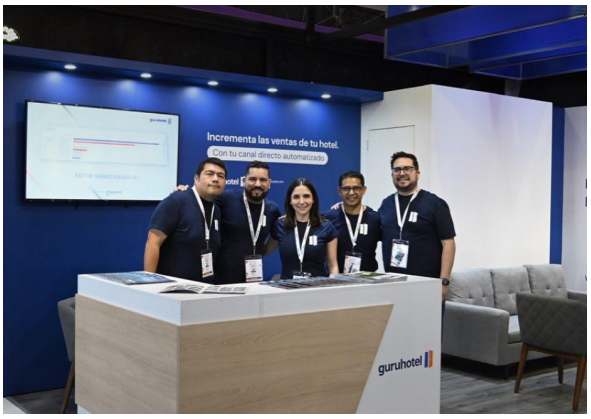
Before adopting Runa, GuruHotel managed payroll through an external accounting firm and a series of manual processes. While this setup worked during the company's early stages, it became increasingly difficult to maintain as the team expanded. Payroll calculations, tax stamping, adjustments, and employee changes all depended on third parties.











Any modification required additional coordination, follow ups, and waiting periods, limiting the team's flexibility and slowing down operations. As the company grew from fewer than 10 employees to more than 40, the administrative workload increased significantly. Managing separate spreadsheets, updating information manually, and lacking real time visibility over payroll data created inefficiencies and operational friction. What had once been a manageable process gradually became a time consuming task that diverted attention away from higher value initiatives and strategic growth.

> **Today, payroll is no longer a bottleneck. It has become a simple and reliable process. We can calculate, stamp, and pay continuously, without friction and with complete peace of mind.**
>
> *- Josue Gio, CEO & Founder*

In what key areas has Runa driven team efficiency?

The implementation of Runa transformed the way GuruHotel manages payroll and Human Resources. By centralizing payroll operations into a single platform, the company was able to automate processes that previously required multiple manual steps and extensive coordination. Tasks that once took days can now be completed in approximately 15 minutes. Payroll calculations, tax stamping, and payment processing are now handled more quickly and accurately, giving the team greater confidence and control over the entire process. The employee experience has also improved considerably. Team members can access their payroll receipts whenever needed, manage vacation requests, and update personal information independently through the platform. This self service functionality has reduced the administrative burden on internal teams while providing employees with greater autonomy and transparency.

> **When the team began growing quickly, we realized that continuing to manage payroll through external and manual processes was no longer sustainable. Runa allowed us to have an agile, clear operation fully aligned with GuruHotel’s pace of growth.**
>
> *- Josue Gio, CEO & Founder*

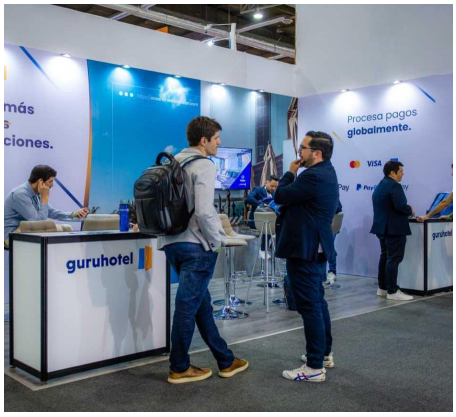
Why was Runa the platform chosen by GuruHotel?

GuruHotel was not simply looking for payroll software. The company needed a platform capable of supporting a fast growing business while remaining simple and easy to use. During the evaluation process, Runa stood out for offering a comprehensive solution that combined payroll, Human Resources management, benefits administration, payment disbursement, and reporting within a single platform. Ease of use, intuitive design, and responsive customer support were also important factors in the decision. The team wanted a solution that could simplify operations without introducing unnecessary complexity. Runa aligned naturally with GuruHotel’s culture: fast moving, focused, and driven by execution. Today, Runa has become an essential part of GuruHotel’s internal infrastructure. Beyond payroll automation, it provides the operational clarity, scalability, and control needed to support the company’s ongoing growth.











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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