



Location: MX
Employees 200 employees
Industry: Accounting
Customer since: October 2020
Website: <https://mycfo.com>

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About MyCFO

Since it was founded in 2015, MyCFO has had a very clear purpose: take the operational weight of accounting BackOffice off companies' shoulders so they can focus on growing. And anyone who has dealt with accounting, payroll, taxes, reports, deadlines, and client questions knows that weight is not small. It is the kind of weight that starts as "just one quick task" and somehow becomes a mountain wearing glasses and holding a calculator. MyCFO started as a freelance project, but little by little it grew into an accounting firm with international presence, supported by a team that combines technical knowledge with a more strategic way of looking at business. As the firm grew, the work became more complex. More clients. More payrolls. More employee data. More deadlines. More moving parts that had to be accurate every single time. For a firm like MyCFO, service quality depends on trust. Clients expect clarity, speed, and reliable information.

What challenges were they facing with payroll management?

The main issue was not that the previous system completely failed. It worked, but it no longer fit the way MyCFO was growing. That happens a lot. A process can be useful at one stage and then suddenly feel too small for the next one, like trying to wear shoes from middle school to a business meeting. Every payroll calculation needed manual review.



Every adjustment or change meant looking for files, making updates, checking details, and hoping everything matched at the end. And payroll is not the place where “hope” should be part of the process. There was also a lack of integration. What happened inside the system stayed there, almost like it was locked in a tiny room with no windows. Clients did not have clear visibility, and the MyCFO team had to fill those gaps with constant follow up. That created extra work on both sides. The internal team spent more time answering questions and checking information, while clients had to wait or ask for updates instead of seeing what they needed directly. In a service business, that kind of friction matters because it affects the experience, even when the technical work is being done correctly.

“**Runa allowed us to centralize payroll management and offer a much more transparent and efficient service, both for us and for our clients. Everything is more agile, reliable, and professional.**

- Eugenio Benavides, CEO and Founder of MyCFO

How has Runa impacted their operation?

Implementing Runa changed the way MyCFO manages payroll and Human Resources processes. The first big change was centralization. The team could work with multiple clients from one platform, automate calculations, manage incidents, and generate reports much faster. That alone helped them move away from scattered files and into a more organized digital process. It sounds simple, but for a firm handling payroll across different clients, having everything in one place is a very big deal. It is the difference between looking for one sock in a laundry mountain and opening a drawer where everything is actually folded. The impact was not only internal. Clients noticed the change too. They could consult vacation, review payment history, and manage their team's kardex directly from the platform. That gave them more visibility and reduced the need for constant back and forth. For MyCFO, this helped improve the client experience and strengthen trust in the service.

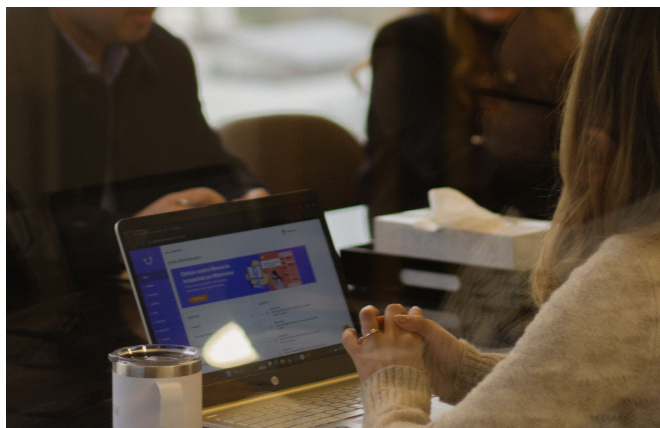
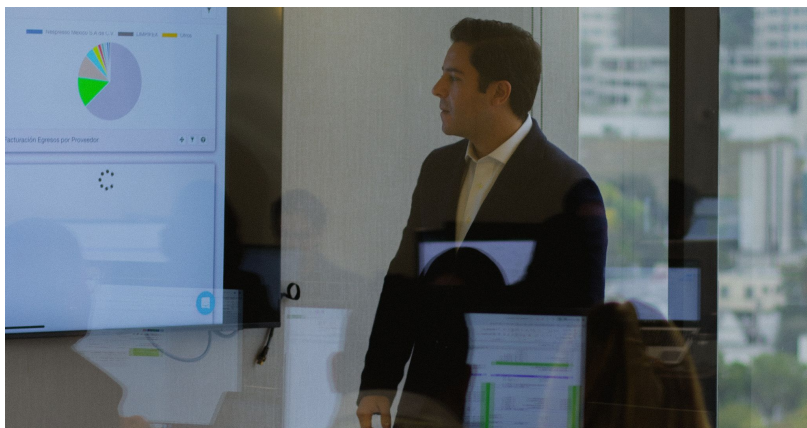
“**The integration with STP completely changed payroll disbursement for us, before, it was a process that took hours, with banks and files involved. Today, it is automatic and almost immediate**

- Eugenio Benavides, CEO and Founder of MyCFO

Why did they choose Runa?

What convinced MyCFO was not only the technology. It was Runa's ability to adapt to what the firm actually needed. MyCFO was not looking for a generic platform that sounded good in a demo and then became a puzzle in real life. They needed a tool that could help raise their service standard without adding more complexity.

The platform had to support multiple clients, keep information centralized, automate key steps, and give the team enough confidence to deliver reports and processes without second guessing every detail. “We chose Runa because it automates, corrects, and also keeps all information updated and centralized. That gives us confidence in every process and in every report we deliver,” says Eugenio. That confidence is the real value. In accounting and payroll services, clients are not just buying tasks. They are buying trust. They want to know that the firm has control over the information and that the reports they receive are reliable. Runa helped MyCFO deliver that with a cleaner process and fewer manual gaps. The close support also made a big difference. When a firm manages payroll for multiple companies, quick and knowledgeable support is not a cute bonus. It is necessary. Questions come up. Changes happen. Clients need answers.



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4.9/5.0



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SOFTWARE ADVICE

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