runa

CUSTOMER PROFILE

TOTALPASS

Location:	MX, BR
Employees	360 employees
Industry:	Healthcare
Customer since:	September 2021
Website:	https://totalpass.com

See profile

About TotalPass

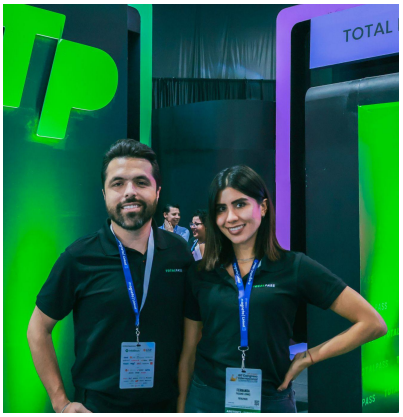
TotalPass is a corporate wellness company founded in Brazil in 2017 with a mission to make physical activity more accessible within organizations and transform employee wellbeing into a strategic business advantage. Through its platform, companies can offer employees access to thousands of gyms, fitness studios, sports facilities, swimming pools, climbing centers, and wellness spaces through a single subscription and mobile application. Today, TotalPass operates across multiple markets and, in Mexico, connects users with more than 2,800 fitness and sports locations nationwide.

What challenges were they facing in payroll administration and calculation?

Before implementing Runa, TotalPass relied on an outsourcing provider to manage payroll operations. While the provider covered standard payroll activities, the model lacked the flexibility needed to support a growing company. Requests that fell outside standard workflows, such as additional vacation days, special adjustments, or customized payroll requirements, often created delays and administrative friction. Payroll related processes involving SUA and IDSE also required manual intervention from the internal team, increasing workload and reducing efficiency.











Stamping and payment disbursement involved additional coordination steps that added complexity to every payroll cycle. Although payroll was being processed, the overall model limited the company's ability to automate operations and scale efficiently. As the organization expanded, these limitations became more noticeable. Time that could have been dedicated to strategic Human Resources initiatives was instead being spent on repetitive administrative tasks. According to Fernanda Ramos, the company needed a complete solution that would not simply process payroll but actively improve and streamline the entire operation.

> **Today, our employees can easily access their information, and we can manage the entire payroll process in one place; that saves us time and gives us tremendous operational peace of mind**
>
> — Fernanda Ramos, HR

How has Runa impacted their operation and efficiency?

The implementation of Runa transformed the way TotalPass manages payroll and Human Resources processes. Payroll calculations, mass stamping, and payment disbursements were consolidated into a single platform, eliminating the need to coordinate multiple systems and providers. The ability to upload incidents in bulk simplified salary adjustments and payroll variations, while mass stamping significantly reduced administrative effort. Payroll cycles became faster, more predictable, and easier to manage. Beyond operational efficiency, the platform provided greater visibility into payroll information and internal processes. The Human Resources team gained access to accurate, real time data that supports planning, reporting, and decision making. Having all payroll activities centralized in one environment reduced administrative complexity and created a much more structured workflow.

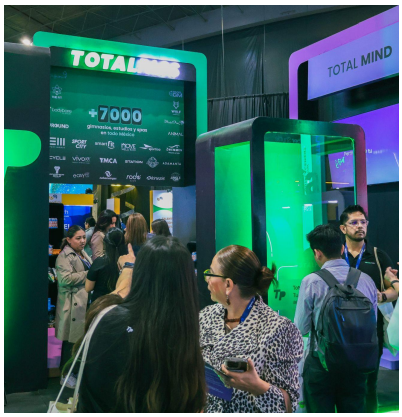
> **Before, we depended on an outsourcing provider that limited us in terms of automation and special requests; we needed a comprehensive solution that would truly optimize our processes.**
>
> — Fernanda Ramos, HR

What do they value most about Runa?

One of the benefits TotalPass values most is the autonomy the platform provides to employees and administrators alike. Team members can now access payroll receipts and personal documentation directly through the platform without depending on Human Resources for routine requests. This self service functionality has reduced operational inquiries and freed up valuable time for the HR team to focus on initiatives related to employee engagement, workplace culture, and wellbeing. The increased transparency and accessibility of information have also improved the employee experience by making administrative processes simpler and more efficient. For a company whose mission centers on improving wellbeing and supporting high performance teams, creating a smooth internal experience is especially important.











See public reviews on Runa

4.9/5.0

★★★★★

CAPTERRA

See reviews

4.9/5.0

★★★★★

SOFTWARE ADVICE

See reviews

4.9/5.0

★★★★★

G2

See reviews

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