



Location: MX, BR, CH
Employees 14 employees
Industry: Software
Customer since: April 2022
Website: <https://www.pacto.co/>

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About Pacto

Pacto was created with a clear mission: to transform the payment and operational experience for restaurants across Latin America through technology. Since launching in Mexico, the company has focused on a QR code based solution that connects digital menus with a fast and seamless payment experience. The platform allows diners to order and pay directly from their phones while integrating payment methods such as Apple Pay, Google Pay, Mercado Pago, and traditional debit and credit cards. The result is a more efficient restaurant operation, shorter waiting times, fewer ordering mistakes, and a better overall customer experience. Restaurants using the platform have seen measurable improvements, including faster table turnover, increased tips, and higher average ticket values. As the company grew, the team understood that the same principles of efficiency, simplicity, and visibility that defined its product needed to be reflected internally as well.

How did they structure their payroll process from the beginning?

Unlike many startups that begin with manual processes and address operational structure later, Pacto decided to establish a solid payroll foundation from the start. Through a recommendation from its accounting firm, the company implemented Runa from the first stages of its operation in Mexico.



The objective was straightforward: avoid fragmented spreadsheets, reduce manual work, and create a reliable system capable of supporting future growth. For a small but ambitious team, every hire represented an important investment, making visibility into labor costs and compliance essential. By using a unified platform that combined payroll and Human Resources management, Pacto was able to centralize employee information, maintain regulatory compliance, and gain immediate visibility into payroll expenses. As Rodrigo Kuri explains, “We were looking for a unified platform that would allow us to leave spreadsheets behind and have real control over our team and our costs from day one.

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How has Runa strengthened their payroll and Human Resources management?

Today, Pacto manages payroll, tax payments, employee records, and Human Resources processes from a single platform. This centralized approach has simplified operations and significantly reduced administrative effort. Payroll calculations and disbursements are completed efficiently, while employee registrations, terminations, and severance calculations can be managed accurately without relying on multiple systems or manual reviews. One of the most valuable features for the team has been the IMSS module, which allows them to handle employee movements and compliance related tasks without depending on more traditional and often cumbersome government tools. The platform also provides clear reporting that helps leadership maintain visibility into payroll costs and workforce expenses, which is especially important for a growing startup focused on disciplined decision making.

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What factors influenced their choice of Runa?

Pacto's decision was closely aligned with the way the company approaches technology and operations. The team wanted a solution that was simple, centralized, and capable of providing clear information without introducing unnecessary complexity. Rather than relying on multiple disconnected tools, they needed a platform that could combine payroll processing, compliance management, and Human Resources administration in a single environment. Runa provided exactly that. Ease of access to data, transparent reporting, and the ability to make operational adjustments quickly were key differentiators. For a startup operating in a fast moving environment, speed is important, but visibility and control are equally critical. Automating payroll calculations was only one part of the value.



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4.9/5.0



CAPTERRA

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SOFTWARE ADVICE

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G2

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