



**Location:** MX  
**Employees:** 60 employees  
**Industry:** Finance  
**Customer since:** November 2024  
**Website:** <https://bankaya.com.mx>

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## About Bancaya

Bankaya is the first technology platform in Mexico specialized in enabling financial services for the base of the pyramid through embedded finance and strategic partnerships with leading companies in the country. With operations across Mexico and a strong concentration of talent in Mexico City, the company combines technology, financial inclusion, and operational scalability to offer accessible solutions to thousands of users who traditionally have had limited access to financial services. Its growth has been closely tied to a vision focused on accessibility, agility, and innovation. In practice, this means operating in an environment where speed and operational precision are essential, especially in areas connected to people management and internal administration. As the company expanded, maintaining efficient internal processes became increasingly important to support that growth without adding unnecessary friction to the operation.

## What problems were they facing with payroll?

Before implementing Runa, Bankaya faced several operational and administrative challenges related to payroll management. The company depended heavily on an external provider that frequently failed to meet established timelines, generated recurring payment errors, and struggled to comply with some employer obligations.



**bankaya**  
da el brinco.



“We had slow, unreliable processes with many contingencies, which prevented us from focusing on the strategic development of our team and the business,” explains Norma Isela. The dependence on external processes also created frustration internally because any payroll issue immediately impacted employees’ experience and generated uncertainty around payments and calculations. At the same time, the lack of visibility over payroll operations made planning more difficult.

“**We had slow, unreliable processes with many contingencies, which prevented us from focusing on the strategic development of our team and the business.**

- Norma Isela, HR manager

### How has Runa helped them?

The implementation of Runa completely transformed the way Bankaya manages payroll and internal administrative processes. The platform allowed the company to move toward direct payroll management with much greater autonomy, eliminating many of the operational issues caused by external dependence. With Runa, payroll calculations and payments became automated, reducing manual work and minimizing the possibility of errors. The company also gained full visibility and control over every stage of the payroll cycle, making processes faster, more reliable, and easier to manage internally. “Runa has maximized our internal efficiency and given us the peace of mind of knowing that every payment is made correctly and on time,” says Norma Isela. Another important factor was flexibility.

“**With Runa’s software, we were able to manage payroll directly and without errors, through a much more efficient process adapted to our needs. We feel much safer and more at ease with every payment and calculation we make.**

- Norma Isela, HR manager

### Why did they choose Runa as their payroll partner?

Bankaya chose Runa because it offered the combination of technology, flexibility, and support that the company needed to modernize its payroll operation without adding unnecessary complexity. Compared to more rigid solutions, Runa provided a much more adaptable and collaborative experience, allowing the company to operate according to its own processes and priorities. Norma Isela summarizes it this way: “Runa is a reliable partner that allows us to save time, reduce risks, and manage payroll in an agile and professional way. It gives us security, clarity, and control, freeing the team to focus on strategic tasks and the expansion of our financial services.” Beyond solving operational issues, the platform became a strategic ally for Bankaya.



Tarjeta de débito

Recibe dinero de EE.UU

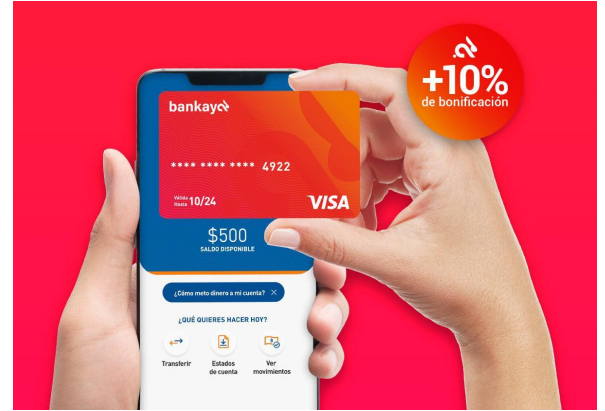
Crédito sin tarjeta

Cuenta de ahorro

Y mucho más...

Disponible en Google Play

Disponible en App Store



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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