



Location: EEUU, MX
Employees 60 employees
Industry: Software
Customer since: May 2023
Website: <https://www.bettercloud.com/>

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About BetterCloud

BetterCloud is a B2B SaaS company focused on helping organizations manage, automate, and secure their cloud applications with greater visibility and control. Its platform enables IT teams to oversee critical tools such as Google Workspace, Microsoft 365, and other cloud based applications from a centralized environment, reducing risk while improving operational efficiency. Founded in 2011 by David Politis in Atlanta, BetterCloud has grown alongside the rapid evolution of cloud technology. As businesses increasingly adopted digital tools and distributed work environments, the company expanded its capabilities through product innovation, strategic acquisitions, and international growth.

Today, BetterCloud serves organizations around the world and maintains an important presence in Mexico, where it supports companies seeking stronger governance, automation, and security across their technology ecosystems. As the company continued expanding its operations internationally, ensuring a consistent employee experience became just as important as maintaining operational excellence. This included providing competitive benefits programs supported by reliable processes and local expertise.



What challenges did they have with employee benefits management?

One of BetterCloud's main challenges in Mexico was finding a reliable partner capable of managing employee benefits with the level of professionalism, compliance, and support that the company required. Without a trusted local provider, managing benefits such as insurance and vouchers created operational risks and additional complexity for the Human Resources team. The lack of visibility and specialized support made planning more difficult and limited the company's ability to offer a consistent employee experience. In a competitive talent market, benefits play an important role in attracting and retaining skilled professionals. Any inefficiency or lack of clarity can directly affect employee satisfaction and confidence.

“This situation created risks for our local operation and directly affected the experience of our employees, who deserve clear and well managed benefits.

- Andrés Guillén, People Business Partner

How has Runa transformed benefits administration?

With Runa, BetterCloud was able to centralize and streamline benefits administration through a single platform. Processes related to insurance and employee vouchers became more organized, efficient, and easier to manage. Automation reduced manual work while helping ensure compliance and consistency across every stage of the process. The platform also provided greater visibility into benefits administration, allowing the team to monitor activity, reduce errors, and respond more quickly to employee needs. This improved both operational efficiency and the overall employee experience. By removing administrative complexity, the Human Resources team gained more time to focus on strategic initiatives related to talent development, engagement, and business growth.

“With Runa, we found peace of mind and confidence. Now we know that our employees' benefits are managed by experts and supported by an efficient technology platform, which allows us to focus on growing without worries.

- Andrés Guillén, People Business Partner

Why did they choose Runa as their partner?

BetterCloud selected Runa because it offered the combination of technology, expertise, and support that the company was looking for. The platform provided a modern and intuitive experience while also delivering the operational reliability needed to manage employee benefits effectively. Beyond the software itself, the team valued the close and specialized support that Runa provides. Having access to knowledgeable professionals who understand local requirements and can respond quickly to questions created additional confidence throughout the implementation and ongoing management process.



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4.9/5.0



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