



Location: MX
Employees 8 employees
Industry: Finance
Customer since: June 2019
Website: <https://www.nelo.mx/es>

[See profile](#)

About Nelo

Since 2019, Nelo has worked with a clear vision: to make access to everyday purchases easier through credit, eliminating unnecessary friction from the process. Operating between Mexico City and New York, the company combines technology and financial expertise to offer accessible payment solutions that help consumers purchase essential products through flexible payment plans. As a fintech company, Nelo operates in an environment where precision, speed, and regulatory compliance are fundamental. Even with a relatively compact team, the operational demands are significant, and from the beginning the company understood that its internal processes needed to be scalable and efficient.

What challenges were they facing with payroll management?

Like many growing startups, Nelo initially relied on manual processes to manage payroll. While this approach worked during the early stages, it became increasingly difficult to sustain as the company expanded. Payroll management required constant reviews, detailed validations, and significant manual effort from the administration and finance team. Every payroll cycle involved reviewing calculations, deductions, incidents, and compliance requirements to ensure accuracy. The lack of automation and centralized visibility made even routine tasks more time consuming than necessary.



Fragmented information created additional complexity, making it difficult to provide quick and reliable answers to employees while increasing the risk of mistakes. In a financial services company where accuracy is critical, this level of operational exposure was not ideal. As Gaby Montiel Gallardo explains, “The process was demanding. Every two weeks, we manually reviewed calculations, incidents, deductions... any small mistake could create errors or distrust.

“Runa allowed us to leave behind complicated and unclear processes, and today we can manage payroll quickly, securely, and with full transparency for our team.

- Gaby Montiel Gallardo, Director of Administration and Finance

How has Runa impacted Nelo’s operation?

The implementation of Runa transformed payroll management by replacing fragmented and manual processes with a centralized and automated system. Payroll calculations are now completed automatically, significantly reducing the possibility of errors and ensuring consistency across every payroll cycle. The platform allows incidents to be registered quickly, payroll disbursements to be managed efficiently, and all information to be stored in a structured and accessible environment. This has improved both operational control and transparency throughout the organization. Employees now have clear visibility into their payroll information, reducing confusion and improving confidence in the process. For the finance team, the benefits extend beyond efficiency.

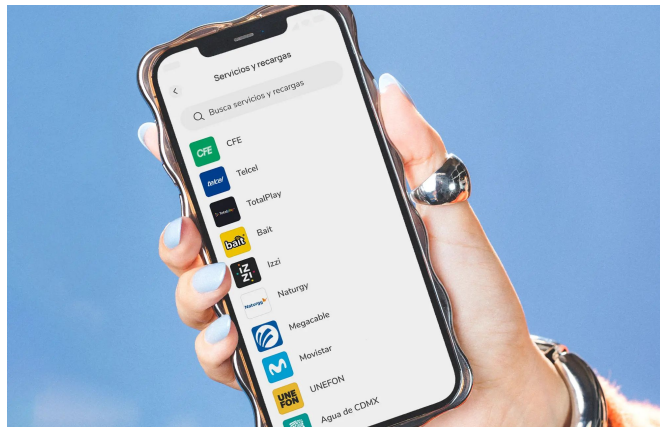
“Thanks to Runa, the process stopped being a headache. Everything is faster, safer, and above all more transparent, both for the team and for us in Finance.

- Gaby Montiel Gallardo, Director of Administration and Finance

Why did they choose Runa?

Nelo’s decision to implement Runa was driven by a combination of operational needs and long term strategic goals. The company needed a platform capable of automating payroll from end to end while ensuring compliance with Mexican labor and tax regulations. Ease of use was equally important, as the solution needed to fit naturally into the company’s daily operations without creating additional complexity. Runa stood out by combining automation, compliance management, and a user friendly experience in a single platform.

Another important factor was the quality of support. Beyond the software itself, Nelo valued having access to a responsive team that could provide guidance and resolve questions quickly whenever needed. As Gaby Montiel Gallardo explains, “We chose Runa because it not only automates, it also understands what it means to operate in a company like ours. It gives us legal certainty, fast support, and an easy to use platform.” Today, Runa serves as a strategic partner that allows Nelo to operate with greater confidence, maintain compliance, and focus on growing its business. By eliminating the complexity and uncertainty that previously surrounded payroll management, the company can dedicate more time and resources to innovation, expansion, and delivering value to its customers.



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4.9/5.0



CAPTERRA

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4.9/5.0



SOFTWARE ADVICE

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G2

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