runa

CUSTOMER PROFILE

ARTELL
EST.1979

Location:	MX
Employees	524 employees
Industry:	Retail
Customer since:	July 2025
Website:	https://www.artell.com.mx/web/home

See profile

About Artell

Artell is a Mexican company with more than four decades of experience, recognized for offering internationally prestigious fabrics focused on decoration and interior design. Since its founding in 1979, the company has combined textile tradition with constant innovation, something that has allowed it to position itself as a benchmark for quality, style, and exclusivity both in Mexico and internationally. Over the years, the brand has built a reputation where every detail matters, from design and materials to the overall customer experience.

What challenges were they facing with payroll?

Before implementing Runa, payroll management at Artell was far from stable. For a period of time, the company relied on an external provider, but operational errors were frequent and the constant turnover within the provider's team only made things more difficult. Every transition brought new delays, inconsistencies, and the recurring feeling that payroll was never fully under control. The company also attempted to manage payroll through its internal ERP system, but that approach created its own limitations.











The system was slow, heavily dependent on manual work, and required ongoing maintenance that consumed time and energy from the internal team. Instead of simplifying operations, it added more operational weight. As Martha Llano explains, “we depended on tools and people that were not always reliable, and that affected the efficiency of our entire operation.”

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>
> *- Martha Llano, HR manager*

In what areas has Runa helped them?

The impact of Runa became noticeable almost immediately. Artell found not only a software platform, but a much more stable and organized way to operate payroll internally. Automation eliminated repetitive tasks and significantly reduced the errors that previously generated delays and operational stress for the team. Today, payroll calculations, legal updates, and payments are processed with much greater precision, while the Human Resources team can operate with the confidence that processes remain aligned and under control. “Now we can focus on our business, knowing that payments and calculations are carried out correctly and without setbacks,” says Martha Llano. This operational certainty also translated into something equally important: time. The team no longer spends hours correcting mistakes, following up on inconsistencies, or resolving urgent payroll issues. Instead, they can dedicate their attention to activities that contribute more directly to the growth and development of the business. In addition, the platform provides complete visibility, traceability for every process, and ongoing support whenever questions arise.

> **With Runa, we have a stable and committed team, errors have been reduced to a minimum, and everything stays automatically updated, without us having to worry about legal or technical matters.**
>
> *- Martha Llano, HR manager*

Why did they choose Runa?

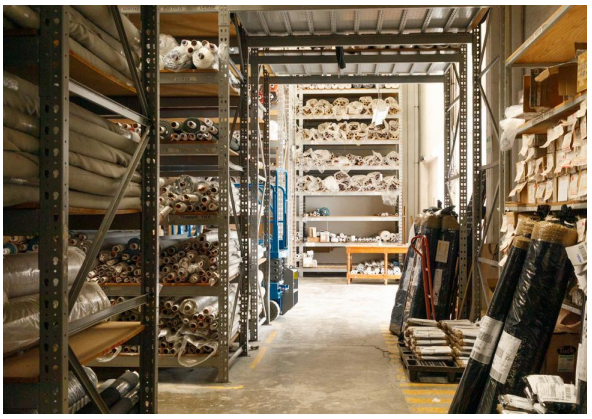
The decision was strategic from the beginning. Artell was looking for a solution capable of combining operational reliability, strong functionality, and accessible support without adding unnecessary complexity to the process. The company did not simply want to automate payroll. They wanted to professionalize the operation and eliminate the uncertainty that had existed for years. Runa delivered exactly that. The platform helped resolve operational issues while also providing the confidence that one of the company’s most sensitive processes was finally operating correctly and consistently. “Runa did not just give us tools; it gave us the confidence to operate without worries and make sure every process is done correctly,” Martha concludes.











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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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