runa

CUSTOMER PROFILE

Location:	MX, CO, PE, CL, AR, BR, EC, VZ
Employees	422 employees
Industry:	Telecomm
Customer since:	August 2025
Website:	dhmex.com

See profile

About Dahua

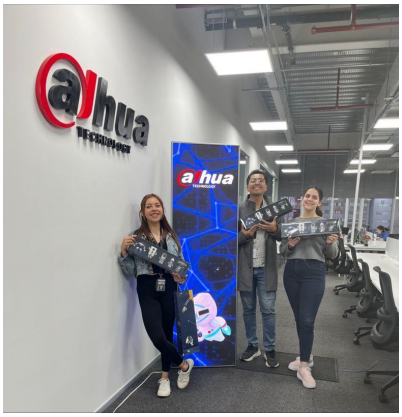
Dahua Technology is one of the world's leading providers of video based AIoT solutions and services, with a presence in more than 180 countries. That kind of global reach sounds impressive, and it is. But behind a number like that, there is also a lot of daily coordination. People in different markets. Teams moving at different speeds. Business lines changing. New needs appearing all the time. And somewhere in the middle of all that, HR still has to make sure the basics work properly. The company has more than 23,000 employees around the world and more than 200 offices in China. That scale has helped Dahua Technology become a clear reference in innovation and intelligent solutions for different industries. In Mexico, the team is part of that wider global structure, which means local talent works inside a business that moves fast and expects things to be done with accuracy. Technical, commercial, and operational teams all need to stay aligned.

What challenges were they facing with payroll management?

Before Runa, Dahua Technology had several challenges in payroll and Human Resources management. One of the biggest issues was that employee movements were not always reported on time or with the right concepts. Sometimes the information arrived late. Sometimes it needed correction. Sometimes it created more work than expected.











And when this happens often enough, the problem stops being a small detail and starts becoming part of the operation. That created inconsistencies, extra reviews, and rework for the HR team. And rework is one of those things that sounds harmless until it starts eating the week. A correction here. A validation there. One more message to confirm something. One more file to check. Little by little, the team spends less time improving the process and more time cleaning up after it. There were also errors in the databases, and employee information was not clearly centralized. That made talent administration harder than it needed to be. Something simple, like knowing which data was correct, could take longer than it should. And when HR does not fully trust the information, every decision becomes slower. The team has to pause, check, confirm, ask again, and then maybe move forward. It is like trying to build a shelf while someone keeps moving the screws.

> **This has significantly reduced the operational workload and made processes much more agile and clear for everyone.**
>
> *- Karem Guerrero, HR manager*

In what areas has Runa helped them?

Runa helped Dahua Technology bring more structure to payroll and employee information. The first big change was having key processes in one platform that people could actually use without needing a full afternoon and a stress snack. That made things easier for HR, but also for employees. And with a team of 180 people, that matters a lot. Now, employees can register attendance, check their personal information, and manage requests such as vacation directly from the platform. They do not need to depend on HR for every small action. That gives people more autonomy and takes a lot of repetitive work off the HR team's plate. It also makes the experience clearer. People know where to go. They know what they can manage. They know where their information lives.

> **Runa allowed us to have greater control and visibility over our employees' information, while also giving them autonomy to manage key processes without depending entirely on Human Resources.**
>
> *- Karem Guerrero, HR manager*

Why did they choose Runa?

Dahua Technology chose Runa because the company needed a modern tool that could solve real payroll challenges without making the process more complicated. That point is important. A platform should not feel like another problem wearing a login screen. It should help the team work better. Compared with more traditional options, Runa stood out because it was easy to use and because it could bring together processes that were previously fragmented. For Dahua Technology, that made sense. The company needed one place to manage employee information, movements, requests, attendance, vacation, and payroll processes with more order.

Where will Dahua Technology be in 10 years?

Looking ahead, Dahua Technology expects to keep growing and expanding its solutions portfolio. The company is already known for video surveillance systems, but its vision goes much further. The next stage is focused on growing inside the AIoT space and bringing more advanced technologies to markets that need smarter, more connected, and more reliable solutions. In the coming years, Dahua Technology wants to strengthen its presence across different sectors. The goal is not only to be seen as a technology provider, but as a strategic partner for organizations going through digital transformation. That means playing a more active role in how companies use technology, manage spaces, protect information, and improve the way they operate. That kind of growth will also ask more from internal teams. Because innovation may be the shiny part of the story, but the operation underneath still has to work. People need to be managed well. Data needs to be accurate.





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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