



Location: MX
Employees 200 employees
Industry: Healthcare
Customer since: March 2025
Website: <https://www.vetalia.com>

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About Vetalia

Vetalia is a PetCare startup focused on health and wellness services for pets through a growing network of specialized clinics. The company brings together medical care, service quality, and a more complete view of pet wellbeing. And in this market, that matters. People no longer see pets as “just animals.” They are family. Very furry family, yes. Sometimes dramatic family too. The kind that eats a sock and then looks offended at the vet. So the standard for veterinary care has gone up, and companies like Vetalia are growing in a sector that needs more professional, reliable, and well organized services. In a short time, Vetalia has grown quickly, reaching multiple clinics and building a team of more than 200 employees across different locations.

What challenges were they facing with payroll management?

Before Runa, Vetalia was using a People and payroll management platform that still required a lot of manual work from the team. It covered some basic needs, but it did not really make the process easier in the way the company needed. There was still constant follow up. There were still manual steps. There was still too much operational weight sitting on Human Resources. And when a company is growing quickly across several clinics, that kind of setup gets heavy fast.



Like carrying a carrier with a cat inside who has decided today is the day to become a tiger. The lack of automation and the fragmentation of processes made management inefficient. Information was not as easy to control as it needed to be. The team had to spend too much time checking, reviewing, and keeping the process together. That increased the risk of mistakes and made it harder to have a clean view of employee information across the clinic network. In a distributed operation, this is not a small detail. A small error in one place can create confusion, extra work, and pressure for several people.

“**There came a point when the manual process was no longer sustainable for the pace at which we were growing.**

- Andrea Esther Espinosa, Head of People

In what areas has Runa helped them?

Runa changed the way Vetalia manages its internal operation. One of the biggest benefits was the reduction of manual processes. Payroll became more agile, clearer, and easier to manage. Information could now live in one place, which made access and visibility much better for the People team. That matters a lot when employees are not all sitting in the same office. In a clinic network, information needs to travel well. It cannot get lost halfway like a leash someone swears they left by the door. The platform helped centralize team data, regardless of which clinic each employee works in. That gave the company better control and made daily management feel more organized. “We went from having heavy processes to much simpler and more organized management.” That is the practical value. Less manual checking. Fewer scattered details. More clarity.

“**Runa became a key ally in supporting our growth; it allowed us to leave manual processes behind and operate payroll with much greater clarity and efficiency.**

- Andrea Esther Espinosa, Head of People

Why did they choose Runa?

Vetalia chose Runa because the company needed a more complete solution that could support accelerated growth. The team was not looking for a tool that only handled payroll in a narrow way. They needed something broader. A platform that could give them more structure around people management and help them operate with better visibility. Runa stood out because it could adapt to the reality of a company growing across several clinics, where speed and control both matter. The promise of simplifying processes, centralizing information, and reducing manual work was key. Vetalia needed payroll to stop feeling like a bottleneck.



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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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