



Location: MX
Employees 70 employees
Industry: Telecom
Customer since: August 2022
Website: <https://siglo.com/>

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About Siglo

Siglo is a Mexican telecom company that wants to make internet access easier through a prepaid model. People can buy connection packages for flexible periods, from a few days to a full month. This gives users a simple way to get internet without long contracts or fixed monthly payments. It feels clearer. Easier. Less fine print hiding under the bed like a lost sock that chose a new life. Based in the State of Mexico, Siglo has built a model focused on bringing good quality internet to more people. It uses simple, transparent, and affordable plans that fit what users actually need. That flexibility has helped the company grow quickly and reach more areas across the country. Because when the internet works and the plan does not feel like a puzzle made by a tired raccoon, people notice.

What challenges were they facing with Human Resources management before Runa?

Before Runa, Siglo worked with an external firm that handled payroll and several Human Resources processes. The setup worked for a while, but much of the work still depended on Excel files and manual tasks. At first, that was enough. But once the company started growing, the model could not keep up with the speed of the operation. Depending on spreadsheets and a third party to make changes, create documents, or answer requests caused delays that no longer made sense.



Many admin tasks took longer than they should. And in a company growing quickly, with new people joining often, that pressure landed on Human Resources. It was like trying to win a race while carrying an old printer under one arm and hoping it does not jam.

“**As we grew, we needed much more agile processes. We could no longer depend on Excel files and wait to obtain information that the team needed in the moment.**

- Isaac Phillips, CEO of Siglo

How has Runa helped Siglo?

Runa changed how Siglo manages employee information. The platform brought work documents and key data into one place. That made information easier for everyone to access and reduced the need for Human Resources to handle every small request. Now, when an employee needs to review a receipt, download a document, or check their information, they can do it inside the platform. They do not have to wait for someone from admin to help. This improved the employee experience and reduced the daily workload for Human Resources. Fewer invisible lines. Fewer repeated messages. More independence. “Now we simply tell them to log into Runa, and they find all their information there. That has made our work much easier and also improves the employee experience,” says Isaac Phillips, CEO of Siglo. Runa also made document management easier, which helped Human Resources spend more time on company development and less time repeating the same tasks.

“**Runa allowed us to leave slow, manual processes behind. Today, our employees can access their information when they need it, and we can focus on growing the business.**

- Isaac Phillips, CEO of Siglo

Why did they choose Runa?

When Siglo looked at different options, the team wanted a platform with useful technology and close support. The company needed something that could keep up as the business grew. Fast answers and quick access to information were very important for the team. Runa stood out because it combined an intuitive platform with personalised support. Human Resources and employees could start using it easily from day one. The team valued being able to check information, download documents, and manage admin tasks without a mess. Nobody wanted a platform that looked like a remote control with one hundred buttons and not one of them says volume.

Where will Siglo be in 10 years?

Siglo wants to become one of the most important telecom companies in Mexico. The goal is to rank among the top three internet providers in the country with an innovative, accessible model built around what users really need. To get there, the company will keep investing in technology, wider coverage, and stronger internal processes.

The idea is for business growth to move forward with an efficient operation and a great experience for customers and employees. Because growing without order is like running cable without knowing where the outlet is. It looks busy, but something is not connecting. As Isaac Phillips, CEO of Siglo, says, “our goal is to become one of the main internet providers in Mexico. To reach that goal, we need to continue growing with solid processes, technology, and a team prepared to support that expansion.”

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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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