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About

*Runrun.it*



## What is it?

Runrun.it is a program that helps with the cohesion of tasks, time, and productivity for one or more teams within your company.

Upon creating an account, the first user may add additional collaborators as needed.

You decide who can open up new tasks and who may receive tasks. By just answering these two simple questions, you will have the power to easily control your company's entire workflow. That way, undesired tasks cannot be requested without the team leaders' knowledge, keeping your employees organized and **on-track**.

After adding other users, you will be able to create as many teams as you would like. There is no limit! What's more, you can define a leader for each team and add other collaborators.

From that moment on, task requests will take place on the Runrun.it web interface. You don't even need to install any software; it's completely web-based and works directly on any internet browser (we recommend using Chrome, Firefox, or Safari, on a computer or on a mobile device). People working on a particular task receive email notifications for each update, and you may customize which notifications they receive.

Each project has a timeline, or a list of comments left by collaborators or the system itself, giving you a recorded history of the project without having to worry about it being deleted. These comments may only be deleted within the first 15 minutes of when they're posted. After that, they become **final and are made official** on Runrun.it

Plenty of other data can also be included in these tasks, such as document attachments.

## What is it?

Each Runrun.it plan allows for a set amount of disk space so you can attach these files. On the Plan 10, you have 40GB available for use. To give you an idea of its size, this means you can fit up to 40 1GB files. The larger the plan, the more space you have.

Once you get your tasks flowing through Runrun.it, you can keep track of all kinds of data.

All users need do is press the “Work” button for the task they’re working on and the **system will log their time automatically**. You don’t even have to remember to pause for lunch breaks or at the end of the day. Runrun.it only takes into account the user’s recorded working hours, automatically generating the **timesheet**. Users may also manually add or delete hours on a task, if they so desire.

Another statistic automatically generated by the system is the RR-Rating. This is a type of **user productivity rate**. It takes into account how many tasks have been delivered, how many have been finished on time, how many had to be re-opened due to quality issues, etc. (you can decide who is rated, and how the system rates).

These are just some of the many reports you’ll have at hand when you use Runrun.it continuously in your company.

Open a free account and see how Runrun.it can help boost the productivity of your team or company. <http://runrun.it>

Runrun.it is a continually evolving service. **Reports are a crucial part** of our system since we focus on the view of managers, who feel the effects of poor productivity more directly. Because of this, we are continually adding new reports, and allow you to vote on new features and information you'd like to have in the system through our support site.

Learn more about some of the reports that are already available:

## Main features of the Lateral Menu

**Tasks:** All tasks in your queue. Runrun.it works by using a "to-do list" approach. People should work on one task at a time, even if they work on several throughout the day. Tasks can easily be reprioritized; team leaders and managers can reprioritize tasks by simply clicking and dragging. The system recalculates the **estimated delivery dates**.

**Team:** A list with all the teams in the company showing: which projects each user is working on, how many tasks are waiting in the queue, how many tasks the manager has opened for other users, how many tasks the manager is tracking, and individual RR-Ratings (productivity measurements), each team's workload in comparison to others, etc.

**Projects:** Shows all of the tasks lined up for each project, both the ones that have been completed and the ones that are still in progress.

**My timesheet:** A quick way to see all hours spent on tasks in recent days, allowing you to manually adjust the number of hours up or down.

**Bulletin:** The Bulletin is used for teams to communicate with each other or for members of a team to send messages to themselves.

## Reports

**Costs:** Select a period to see costs and worked hours in each project and client.

**Efforts per Task Type:** Pie charts displaying which types of tasks your team is **investing time on for each of your clients**. This shows where any potential bottlenecks are occurring, allowing you to reallocate personnel, for example.

**Effort per Client:** The line graphs in this report show how many people are working on a specific client's project in a given timespan.

**Hours by Project:** A report which presents a table separated by user, how many hours were dedicated to each project or client in a given timespan.

**Gantt:** Shows the tasks in the queue or currently in progress in a timeline format. It may be ordered by user, client, or by project.

**Hours Inventory:** A handy table that shows worker availability in the coming weeks. This allows you to predict completion of new tasks, showing how much time has already been allocated at a glance.

**Spreadsheets:** You can even export some of the spreadsheets, such as **Timesheet** or **Status Report**. These are sent by email and contain automatic filters to make your analyses even easier.

# Who can benefit from Runrun.it?

## Manager, Team Leaders

Team leaders hold the greatest responsibility for ensuring volume, quality, and speed of delivery in a company. They are under pressure from higher ups who see the big picture, but need to manage each of their collaborator's personal expectations and anxieties.

Runrun.it came to be after a team leader tried using project and task management tools that were already on the market. Some tools were too loose, allowing anyone to do anything. Others were inflexible, and depended on project engineers for every simple daily reprioritization.

Making a tool that fell between these two extremes became the primary goal of its creators, who were – and still are – team managers. They wanted to free themselves from all of the tedious parts of project and personnel management (holding follow-up meetings, recreating spreadsheets and redoing projects, receiving and filtering hundreds of status report emails).

On Runrun.it, it's simple. Create tasks, delegate who can do what and track their progress online. You can reprioritize tasks effortlessly. Click and drag. All those involved are notified and everything is formalized on the task's comments.

## Employees

All resources are scarce and limited. From an employee's perspective, sometimes it feels like managers don't understand this, since they ask for several things to be done on the same day, and everyone has to figure out how to get it all done. High performing teams end up having to do overtime and delivering what is needed. But as a rule, this ends up putting people under a high degree of stress.

Runrun.it helps clarify what's actually important by setting task priority. It automatically calculates when a task will be delivered, based on the estimate delivery time. The system takes into consideration the working hours entered by each of the users. Overtime hours can be added, but they must be added manually.

# Who can benefit from Runrun.it?

## CEO or Business owner

Clarity for your employees, transparency in relations across departments, and a positive transformation of relationships among employees. Runrun.it makes the entire company act more responsibly in terms of productivity.

It is clearer who delivered what, who made each of the necessary decisions, and who didn't make them. It's a new model of communication among people through tasks, projects, and clients, not by email.

## CFO and Finance Department

Calculating the real costs involved in a project or the margin delivered for a client is often a difficult task. Runrun.it automates the process of distributing hours via tasks. As each task is linked to a project and client, it makes it easy to pull up reports at the end of the month and do the actual assessment of personnel costs. That way, you don't have to ask teams to fill in long Timesheets, which are often completed carelessly.

## Social Collaboration

Interaction between teams on Runrun.it takes place in the tasks. There is also a place to bring up other topics: **The "Bulletin"**. Collaborators can find this at the left side menu. There, they can: post messages, videos, photos, and discuss important matters for the company, or just among team members.

It's a great place for company bulletins, posting new training videos, motivational messages, specific links, etc.

## Applications

Though Runrun.it focuses primarily on the management of tasks, time, and talent, there is a series of extra features that help you in the day-to-day management of your company.

As time goes on, we are continuously developing tools that can be open to a wider audience or just a specific group if you wish.

**The following are now available:**

**SharePage:** Instead of using flash drives, external hard drives, or trying to email (unsuccessfully) large attachments to clients, suppliers or other colleagues, you can create a SharePage. That way, you can load as many files as you wish (within your plan's storage space quota), create a password to download them, and share just the link to that page. Recipients do not have to be Runrun.it users. The page can be customized with your company's logo.

**Docs:** Your company's document repository could be more intelligent. With this Runrun.it application, you and your team can create documents on projects and clients, upload files, and make comments. They are all available online, with all security and backups performed by Runrun.it, and can be accessed by any user authorized for that project or client.

**Runrun.it is an overall great tool to protect company intellectual property, even in cases of turn-over.**

**Mobile:** Runrun.it was developed using technologies to allow it to be used on smartphone browsers. However, there are iOS and Android native app's available now!



### Advantages

- Runrun.it is a service, not software to install. It has the advantage on traditional management software as it uses no in-house IT resources, and incurs no additional installation, upgrade or consulting costs.
- Runrun.it is a simple tool that gives you online video training. It can be easily implemented without a roll-out project.
- We are different from other to-do-list tools as we are managers, and we set the system rules from a manager's point of view. You won't just be 'digitizing' the daily mess. You will have powerful tools to tell you what's going on, reprioritize tasks in the order they should be completed, and streamline project, time, and talent management.
- As a SaaS, Software as a Service, our operating structure allows us to keep costs low. This makes Runrun.it an extremely viable investment option. You can start with a small account and grow as you see greater results.
- Runrun.it grew out of a real necessity, within a successful company in the IT Service sector. It was internally tested and approved over a period of 2 years before being released on the market. Today, it's the trusted choice of thousands of companies around the world.

### Support

We have a dedicated portal for user support  
<https://support.runrun.it>

You can create support tickets through our dedicated portal, by emailing [help@runrun.it](mailto:help@runrun.it), or through Chat, from Monday to Friday from 9:00am-12:00pm and 2:00pm-6:00pm, Brasilia time.

For Plan 100 clients and customized larger plans, we offer the support of a **Success Manager** via telephone or Skype for the first month of your contract. This guarantees team engagement, which is key for visualizing the full potential of Runrun.it.

### Who We Are

Our office is currently located at Rua Oscar Freire, 379 / 162 – Cerqueira César, São Paulo SP – 01426-000. Brazil  
Phone: 11 2305-5249

Our shareholders are three co-founders (successful entrepreneurs in other previous companies in the IT and publishing sectors) and two of the world's leading investment funds in high- tech companies:

Monashees Capital  
<http://monashees.com.br/>

500Startups  
<http://500.co/>

**Application Servers:** Runrun.it uses a cluster of servers throughout the United States and Europe. All of them are monitored 24/7 by lead tools that ensure 99.9% uptime most of the year.

However, even though our data centers are housed in the most up-to-date and secure data centers in the world, there can always be down time.

To give you an idea, in the last two years Runrun.it has only had two service interruptions.

**Encrypted Communication:** All communication between users' browsers and our servers is encrypted by SSL. Therefore, there is no way for anyone with bad intentions to intercept your company's task data or decode what is written.

**Database:** We use dedicated database servers for reading and writing data. They also encrypt sensitive information with passwords. Not even our company's internal developers have access to this data.

Security copies are run constantly and there are to-the-second disaster recover features in place.

Your company's data on Runrun.it may be requested (dump file) whenever you need by opening a support ticket.

**(File) Storage Servers:** All task attachments are encrypted. They are stored in Amazon's S3 service, the most secure data storage service in the world.

In addition to providing greater flexibility, security and availability for our services, through them we can also offer your business virtually limitless file storage capacity.

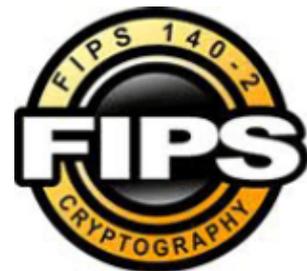
# Infrastructure and security

**Notes on Compliance:** Runrun.it uses Amazon AWS servers for the majority of its services that make up the platform.

They are constantly audited and boast the most renowned security and availability seals in the industry.

For more information about security, visit:  
<https://aws.amazon.com/security>

For more information about compliance, visit:  
<https://aws.amazon.com/compliance>



# Optional services

## Training

One hour webinar training. This session aids in the integration of Runrun.it with the company's existing business rules, resolves questions about features, and gives tips on how to better optimize.

## Integration Services

**Single Sign On:** Study and define techniques for single sign-on on Runrun.it from authentication in the contracting business' internal systems.

**Automatic Wall Posts:** Some companies may request automatic alerts posted to the Runrun.it message boards. These can be automatic posts from other systems within the company, on contract signings, start and end times for specific events, etc.

**Automatic Integration with ERP:** At the end of a month, you may want to automatically post the time spent on a project or client within the company's management system. This can be integrated directly with Runrun.it or ERP, automating the whole process.

**Automatic Task Creation:** Some events within the company's other systems can also automatically generate tasks on Runrun.it. Closing a sale, for example, can generate a support team request to send after sales documentation to the new client.

To set the costs involved in these types of integration services, a formal specification document must be drawn up between the two parties, contracted party and contractor. After this scope is accepted, the costs can be priced, creating an estimate and specific time-frame to this purpose.

# Thank you.

If you need help, or watch our tutorials, access our support website: <https://support.runrun.it/hc/en-us> or click on "Help" button on the Runrun.it's footer.

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