



## Success cases by industry Finance and Business

### Customer:

# Bancolombia



### Service rendered:

Simultaneous interpretation,  
documentary translation  
and financial translation.



## Context

In August 2009, the financial group **Bancolombia** selected the Finacle Universal Banking solution from Infosys Technologies Ltd. Infosys, a multinational information technology services company based in Bangalore, the epicenter of India's high-tech industry.



## Challenge

Solve communication problems and delay in the transmission of technical and financial information, improving work flow times.  
Create trust between the client and the interpreter with the management of strict confidentiality of the information.



## Achievement

The way of working was changed from a consecutive translation that they had been handling to a simultaneous interpretation, achieving customer satisfaction and renewal of new contracts to date. Coordination of a group of 10 interpreters to attend meetings, negotiations and problem solving.

