



## Success cases by industry

# Trade and Services

### Customer:

SEGUROS | **Sura** 

### Service rendered:

Simultaneous Interpretation.



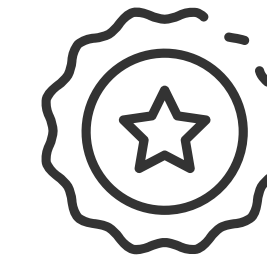
## Context

**Seguros Sura** Colombia had the need to change the design and functionality of its wellness and health website; for this project they hired the American company Welltok. The work of Interact Group at the beginning was to support the negotiation of contracts, with accompaniment in attendance-based meetings in the city of Medellín.



## Challenge

We had to face the 2020 pandemic and change the strategy from face-to-face meetings to virtual monitoring.



## Achievement

Circumstances changed with the pandemic; Seguros Sura was willing to change providers due to budget issues or even continue negotiations without accompanying translation.

Welltok, the developer company, was very satisfied with the translation service, logistics, and workflow achieved so far, so they decided to hire Interact Group directly.

