

Improving Business Performance

Cut Costs, Increase Revenues, and Improve Customer Satisfaction with Sutherland's Business Transformation Services

Like most businesses today, you want to reduce costs and drive business process improvement across your entire customer lifecycle. Sutherland Global Services understands those needs and works to deliver improved business performance with measurable results.

We know that every client has challenges that are specific and unique to their industry. For example:

Travel and Leisure: Steep drops in tourism and travel activity are necessitating matching cost cuts throughout operations. Customer service expenses need

to be controlled and brought in line with realistic volume projections and customer service demand expectations.



Health Care: Increasing and changing regulation is forcing tighter cost-control management throughout the health care industry.

Retail: Economic woes have left retailers in most sectors scrambling to cut costs across business units.

Customer service, traditionally not a high source of revenue, is a common target for large cost savings. Retailers need to reduce operating expenses for customer service functions while maintaining or improving their customer satisfaction ratings.

Sutherland's Business Transformation Services include Process Consulting, Business Solutions, Platform Development, and Global Transitioning. These services are fundamental to our client engagement model and to the value proposition we offer. Our Strategic Business Transformation teams are among the most experienced professionals in their field, bringing deep industry and process expertise to your business. We employ a proven, structured approach to identify areas for strategic opportunities and apply transformational methodologies to deliver on our clients' goals and objectives.

Business Transformation Services





Big Picture Goals – Real World Results

Sutherland's Business Transformation Services' mission is to present our clients with measurable, deliverable strategic analysis that aligns People, Processes, Knowledge and Technology to enable our clients to meet their strategic goals.

For more than 21 years, Sutherland Global Services has focused on planning and managing critical business processes for our clients. Our strategic Business Transformation model, industry-specific service offerings, deep strategic analysis expertise, proprietary methodology and tools allow us to deliver key, measurable transformation processes.

At the onset of a client engagement, our Business Transformation Group uses industry best-practice methodologies to develop a deep understanding of

our clients' businesses and their objectives. Once an initial framework has been established, our teams design actionable, measurable solutions as well as transition and implementation options. Our clients benefit from improved profitability and forecasting capabilities, operational and capital cost containment opportunities, and the potential to identify additional areas for process improvement across their organizations.

Our services are highly focused within the industries we serve and are seamlessly integrated across multiple business units. As a result, we often become a virtual extension of our clients' organizations and a trusted resource.

Healthcare, Finance, and Telecom Solutions

Major Healthcare Supply Manufacturer:

Business Challenge – Call Center lacked performance gains

Sutherland solution: Consolidated Call Center

- Handled increase in electronic commerce in new orders and re-orders
- Upgraded technology to increase customer satisfaction, reduce wait times, streamline product ordering, and improve customer relationship management (CRM)

Large Mortgage Loan Provider:

Business Challenge – Increase productivity, reduce loan cost

Sutherland solution:

- Streamlined document review process and reduced cost by 35%
- Increased total loan processing throughput by 25% with no additional labor

Large TELECOM Service Provider:

Business Challenge – Reduce cost, increase scalability

Sutherland Solution:

- 40% increase in on-boarding customer capacity with no additional labor
- Developed a 'virtual administrative assistant' to manage low-skill workload, enabling highly skilled workforce to handle increased volume of orders
- Increased customer satisfaction by creating an order management mechanism which increased accuracy, reduced cost, and efficiently managed orders (scope changes)

About Sutherland Global Services

As a global Business Process Outsourcing (BPO) and Technology Enabled Services Company, we offer an integrated set of back-office and customer facing front-office services. We collaborate with our clients to help them excel in their industry while maximizing their customers' lifetime value.

Sutherland is Certified as a Minority Business Enterprise by NMSDC®.

SUTHERLAND
GLOBAL SERVICES®

Measurable Performance
Delivered Globally

Business Transformation Services • Knowledge Services • Business Process Outsourcing • Technology Enabled Services

Bulgaria • Canada • Colombia • Egypt • India • Mexico • Philippines • United Arab Emirates • United Kingdom • United States