

## Maintain Customer Satisfaction and Grow Your Customer Base

Sutherland's global footprint offers the ideal location that best fits the culture and language needs of your customers.

Businesses today operate in a truly global marketplace. Through technology and the Internet, companies across all industries are able to make their products and services available to a multi-national customer base with diverse cultural backgrounds and language needs. The ability to speak your customers' languages is crucial to maintaining customer satisfaction and growing your customer base worldwide.



- Arabic
- Chinese
  - Cantonese
  - Mandarin
- Czech
- Danish
- Dutch
- English
- Finnish
- Flemish
- French
- German
- Greek
- Italian
- Japanese
- Moldova
- Norwegian
- Polish
- Portuguese
- Russian
- Spanish
- Swedish
- Taglog
- Thai
- Turkish

As one of the first global outsourcing specialists in the world, Sutherland has had more than 20 years to develop the processes and methodologies critical to providing customer and back office support services from any combination of our global delivery centers. Each of our global service centers makes the most efficient use of local skills, languages, education levels, specialties

and culture to provide the best quality support.

Your customers and Sutherland professionals can interact on customer support calls, over emails and chat applications in a variety of native languages. Our associates are well versed in a number of languages from North and South America, Asia, and

Europe. With facilities located across our global footprint, you can leverage the benefits of on-shore, near-shore, off-shore and Work at Home delivery of services to best fit your customers' cultural and language needs.

### 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®.



**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