SUTHERLAND
GLOBAL SERVICES®

Sutherland Delivers BPO Success

Reduce costs, increase control and improve transparency with Sutherland Back-Office Services

The back office is the part of a corporation where tasks dedicated to running the company itself take place. Although the operations of the back office are rarely seen by customers, they play a major role in determining the ultimate success of a business. While very few back-office activities serve to differentiate an organization's competitive positioning in the eyes of external customers, many activities are crucial for effective and efficient business operations.

With an endless list of suppliers, sourcing locations, service offerings, and models of engagement-considering outsourcing your back-office operations may seem overwhelming. Fortunately, a service provider like Sutherland brings proven experience, satisfied customers and has delivered measurable results for more than 20 years.

The challenges involved in deciding whether or not to outsource the back office include:

- Determining the scope. What is the right size and what specific processes should be considered?
- Designing the solution. What level of technology will be used?
- Negotiating the contract. What results can you expect and are there any guarantees?

Within the last two years, Sutherland Global Services has received these prestigious industry awards:

Philippine Economic Zone Authority (PEZA) – Most Outstanding Employer Award

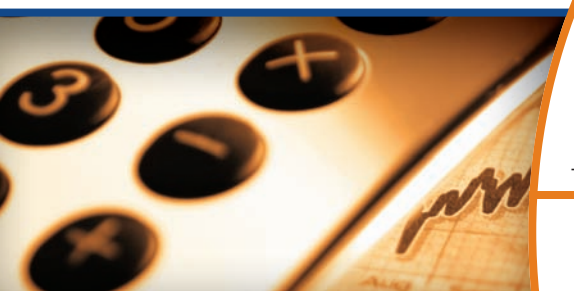
Global Services Magazine – Global Services 100 List

Global Outsourcing 100 – International Association of Outsourcing Professionals (IAOP)

Fast Company – The Inc 5000 Award

Frost & Sullivan – North American Global Excellence Award

International Quality and Productivity Center (IQPC) – Annual Process Excellence Awards



Sutherland Provides Services Across the Entire Back Office

Guaranteed Results Minimize Risk

Sutherland offers back-office solutions and provides a variety of services including:

Finance and Accounting Solutions (FAO)

Sutherland processes over 150 million Finance and Accounting transactions annually from four global delivery locations to 25+ clients across a wide variety of industries. Our services include everything from transaction processing to compliance and control, and we can design a solution to meet your specific F&A needs. Our story is an example of what a superior service record, best-of-breed technologies and back-office process re-engineering expertise can achieve when a provider puts its client's business needs first.

Order-to-Cash Operations Management: Sutherland leverages 20+ years of accepting orders directly from customer via e-mail, voice or over-the-web, generates an invoice, applies the cash correctly and then collects delinquent payments for that invoice.

Procure-to-Pay: Beginning with the purchasing processes, Sutherland manages Accounts Payable, T&E processing and procurement card administration. In addition to delivering efficient, low-level transaction processing, Sutherland offers spend data management and analysis to provide companies knowledge about how much is being spent for goods or services as well as to identifying relevant buyers and suppliers. Sutherland is able to recognize opportunities to leverage buying power, save money and improve performance.

Record-to-Report: Sutherland is able to integrate a solution with an existing ERP system or offer a standalone platform based offering to: book entries in the general ledger, reconcile balance sheets, perform consolidations as well as managing asset transfers, write-offs and sales.

Sutherland FAO solutions will:

- Drive down overall costs
- Provide a guaranteed business case
- Provide transparency and better control over your operations
- Develop and implement low-cost, proprietary technology solutions

Excellence Recognized

Sutherland brings a unique combination of skills, experiences and credentials.

Our People, Processes and Technologies.

People. Over 2,000 degreed accountants and over 100 charted or certified accountants on staff provide specific F&A capabilities.

Process. Our Six Sigma team reviews client processes for improvement and with operation management we share best practices.

Technology Enablement Tools. A Global Systems Implementation team of developers dedicated to F&A needs and specialization.

Human Resource Outsourcing (HRO)

Sutherland provides business owners with expert support and guidance in all areas of human resource solutions: employee recruiting, screening and training, health benefits administration, 401(k) administration, workplace safety and regulatory compliance.

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
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

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