



Sutherland CMS in High Tech

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in high tech industry sector profile on Sutherland is a comprehensive assessment of Sutherland's high tech sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the high tech sector and identifying vendor suitability for CMS RFPs
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

Sutherland Global Services (Sutherland) is a privately held firm headquartered in Rochester, New York. The company started operations in 1986 as a customer management services (CMS) provider. Across all industries it employs ~40k globally, and operates ~45 contact centers in 19 countries.

Sutherland is an integrated BPO provider working with clients across the front and back-office lifecycle for both consumer and enterprise clients.

In 2003, Sutherland gained funding from TPG; NelsonHall estimates that TPG owns ~20% of Sutherland.

Sutherland has ~12k steady state, dedicated agents supporting its CMS high tech clients from the following delivery locations: the Philippines, India, the U.S., Colombia, Bulgaria, Jamaica, China, Morocco, Canada, Slovakia, Brazil, Mexico, Malaysia, Middle East, and the U.K.

Sutherland provides a range of offerings to the high tech sector, including:

- Customer Care
- Sales
- Order management
- Installation
- Billing
- Collections
- Warranty support
- Technical support
- Analytics.

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's high tech sector CMS offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis and new developments
- Analysis of the company's strengths, weaknesses and outlook
- Revenue estimates
- Analysis of the profile of the company's CMS high tech sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's high tech sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS high tech sector clients.



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