



Sutherland Digital CX Services

Vendor Assessment
Report Abstract

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12 pages

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Who Is This Vendor Assessment For?

NelsonHall's Digital Customer Experience Services on Sutherland Global Services is a comprehensive assessment of Sutherland's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CXS and identifying vendor suitability for CXS 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

In 2016 the company created the Sutherland Digital division which incorporates the design and research labs, consulting resources, analytics and automation practices.

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland digital customer experience services offerings and capabilities, and market and financial strengths, 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 customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery sites.



Contents

1. Background

2. Revenue Summary

3. Key Offerings

4. Delivery Capability and Partnerships
 - 4.1 Delivery Capability
 - 4.2 Platforms and Intellectual Property
 - 4.3 Commercial Model

5. Target Markets

6. Strategy

7. Strengths & Challenges
 - 7.1 Strengths
 - 7.2 Challenges

8. Outlook

Report Length

12 pages

Customer Experience Services in Travel, Transport, and Hospitality Vendor Assessments also available for:

Aegis, Alorica, Arvato, Atento, C3, Comdata, Concentrix, Conduent, Convergys, DXC Technology, EXL, Intelenet, Infosys, iQor, HGS, Sitel, SYKES, TaskUs, TCS, Tech Mahindra, Teleperformance, Transcom, transcosmos, TTEC, WNS, VXI