



Sutherland Global Services CMS in Healthcare (Payer and Provider Support)

Vendor Assessment

Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's CMS in healthcare industry sector profile on Sutherland Global Services (Sutherland) is a comprehensive assessment of Sutherland's healthcare (payer and provider) sector customer management services (CMS) offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the healthcare 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 ~32k globally, and operates ~33 contact centers in ten countries.

In 2003 Sutherland gained funding from Oak Partners and Standard Chartered; NelsonHall estimates that Oak Partners and Standard Chartered each own ~20% of Sutherland.

The majority of Sutherland's' healthcare BPO clients are based in North America. The company provides a range of offerings to the healthcare sector including:

- Provider services including revenue cycle management
- Healthcare payer services including claims administration and adjudication.

Sutherland has delivery centers in support of its healthcare clients in India, the U.S., and the Philippines.

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's healthcare 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 healthcare sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's healthcare sector CMS offerings and key service components
- Analysis of the company's delivery organization including the geography of delivery locations used for CMS healthcare sector clients.



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Report Length

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