



Sutherland Transformational CMS Services

Case Studies
Report Abstract

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2 case studies of 3 pages each

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall’s transformational CMS case studies on Sutherland provide examples of its ability to transform a client’s CMS offerings in order to meet the organization’s business needs. The case studies are designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of customer management services (CMS) to serve organizations 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 Client Examples

Key client examples are Sutherland’s transformational CMS contract with a network communications client and a U.S. telecommunications client.



Contents

1. Background

2. Business challenge

3. Nature of transformation

4. Benefits achieved

5. Outlook

6. Key lessons

Report Length

2 case studies of 3 pages each

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Multi-channel CMS Services Vendor Assessments Also Available for:

CSS Corp

HGS

Transcosmos

Teleperformance

Infosys

Serco

Wipro

Aegis

Firstsource

TCS.