



Sutherland Global Services Transforming Property & Casualty BPS with Touchless Processing

**Vendor Assessment
Report Abstract**

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7 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Sutherland Global Services' (Sutherland) property and casualty (P&C) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking Services 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 serves P&C BPS clients in PL, CL, and in the Lloyd's of London markets. Sutherland's deepest P&C BPS competency continues to be support for front-office functions; the company's licensed agents serve multiple carriers. In the U.S., many of Sutherland's licensed agents operate out of a CoE in Chesapeake, MD. Other licensed agents are located in India. These agents enable carrier clients to use Sutherland as a direct channel to brokers and/or customers. In addition, Sutherland has recently begun offering P&C actuarial services (with personnel based in India).

Sutherland's foremost strategy is to serve clients as a sales channel that enables client carriers to expand quickly into new markets by leveraging:

- Licensed P&C agents based in Sutherland's CoEs
- Digital front-office IT capabilities that Sutherland has been developing for the last five years. These digital capabilities include RPA, Analytics AI, UX/CX Design Labs in the U.S. and U.K., and in Sutherland's CloudLABS in San Francisco (CA).

NelsonHall estimates that Sutherland's CY 2019 P&C BPS revenues were \$35m.

Sutherland serves P&C BPS clients in PL, CL, and in the Lloyd's of London markets. Sutherland reports that it provides support for:

- 3 million P&C customers, producers and other intermediaries (including management of 4.4 million calls annually)
- Lloyd's Syndicate clients, with 18,000 bordereaux processed annually
- Approximately \$400M in GWP on behalf of P&C carriers.

Sutherland began its work in P&C BPS supporting front-office functions and this remains its deepest competency. Multiple carriers use Sutherland's licensed agents as a direct channel to brokers and/or customers.

NelsonHall estimates that Sutherland's P&C BPS business is supported by 750 FTEs.

Sutherland currently serves several of the top 25 P&C carriers and numerous mid-tier carriers, primarily in the U.S. and in the Lloyd's of London market. Sutherland is looking to expand opportunistically in the APAC region.

Scope of the Report

The report comprehensively analyzes the company's P&C BPS practice:

- Strategy, emphases, and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of P&C BPS specific revenue and delivery resources.

Contents

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capabilities & Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
8. Outlook

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7 pages

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Transforming Property & Casualty BPS with Touchless Processing Vendor Assessments Also Available for:

Accenture

Cognizant

Conduent

DXC Technology

EXL Service

Genpact

Infosys

Mphasis

Tata Consultancy Services

Teleperformance

WNS Global Services