

Sutherland CMS in Telecommunications

Vendor Assessment

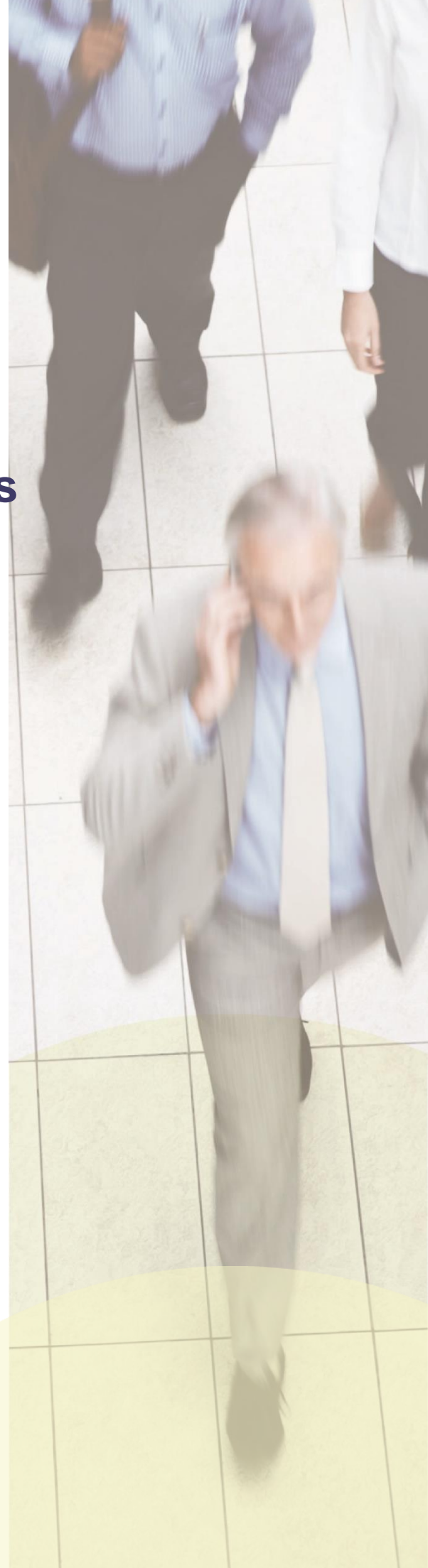
Report Abstract

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Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications 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 (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 ~60 locations in 19 countries, working in 21 languages.

Sutherland is an integrated BPS provider, working with clients across front and back-office services, supporting both consumers and enterprise clients. In 2014, Sutherland gained funding from TPG; NelsonHall estimates that TPG owns ~35% of Sutherland.

Telecommunications is Sutherland's largest sector and was one of its initial sectors of support for the company. Sutherland is focused on the following sectors: technology, telecommunications, BFSI, healthcare/government, retail/e-commerce, and travel/ transportation/logistics.

In 2016, Sutherland acquired San Ramon, CA based Nuevora, a firm that delivers analytics-as-a-service, closed-loop predictive and prescriptive big data marketing analytics solutions to simplify customer data into actionable information.

Scope of the Report

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



Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capability and Partnerships	
5.	Target Markets	
6.	Strategy	
7.	Strengths and Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

Report Length

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