



# Sutherland Transforming Mortgage and Loan Services

Vendor Assessment  
Report Abstract

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8 pages





## Who Is This Vendor Assessment For?

NelsonHall's Transforming Mortgage and Loan Services Vendor Assessment for Sutherland is a comprehensive assessment of Sutherland's Digital Banking Services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of mortgage and loan process outsourcing and identifying vendor suitability for Transforming Mortgage and Loan 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 Global Services (Sutherland) is a privately held digital transformation company, headquartered in New York. It offers an array of services across marketing, sales, customer care, content, business process transformation, procurement and supply chain management, healthcare management, F&A, enterprise IT support, industry-specific back-office, CX services, analytics-as-a-service, and consulting.

Overall, Sutherland provides services from 84 delivery centers and a digital backbone that connects 140 countries. The banking unit has clients based in the U.S., LATAM, APAC, MEA, and Europe.

Sutherland entered the mortgage BPS business in 2010 with the acquisition of Adventity, a vendor of BPS/KPO to financial institutions and airlines. Adventity was established in 2003 and had operations in:

- The U.S.
- India
- UAE.

Adventity was primarily focused on KPO and analytics. It provided mortgage BPS services to its financial institution clients; these services were focused on mortgage sub-processes in managing data for the loans. Over time, Sutherland expanded the range of processes to the entire range of mortgage processes, excluding sales and default management processes.

Over the past two years, Sutherland M&L Services business has been:

- Growing its mortgage servicing BPO business faster than its originations business. They are currently the same level of revenues
- It started and has been growing its automation and digital transformation services.

Over the next year, these two areas of service will become the largest set of M&L services for Sutherland.

## Scope of the Report

The report provides a comprehensive and objective analysis of the transformation of mortgage and loan services offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases, 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 locations.

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## Report Length

8 pages

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## Mortgage and Loan Services Vendor Assessments Also Available for:

Capgemini

Capita

Conneqt

EXL

Firstsource

FIS

Infosys

Kuliza

Mphasis

TCS

Tech Mahindra

Wipro

WNS