



# **Sutherland CMS in Telecommunications/ Cable/Satellite**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of CMS to serve the telecommunications/cable/satellite 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 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 ~30k globally and operates ~40 contact centers in 14 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.

Sutherland has 12 telecommunications/cable/satellite clients, making this Sutherland's largest revenue generating industry sector.

The majority of Sutherland's CMS telecommunications/cable/satellite are based in the U.S. The company provides CMS in support in a range of offerings including:

- Customer care
- Provisioning
- Field technician management.

Sutherland has delivery centers in support of its telecommunications/cable/satellite customers in the Philippines, U.S., India, Canada, Colombia, Mexico, Jamaica, Malaysia, and Egypt.

## Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's telecommunications/cable/satellite 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 telecommunications/cable/satellite sector customer base, including the company's targeting strategy and examples of current contracts
- Analysis of the company's telecommunications/cable/satellite sector CMS offerings and key service components

- Analysis of the company's delivery organization including the geography of delivery locations used for telecommunications/cable/satellite 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

10 pages

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