



Where people  
and process  
**COME TOGETHER**



## About Sutherland

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences.

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**We take processes apart, rethink, rebuild, and deliver them back working smarter than ever before.**

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Easy is hard. It takes ideas, design, technology and talent to work hard behind the scenes to make it look effortless. **That's what we do.**

For over 30 years, we've been delighting customers through better process. From the very beginning, it's all we've done. In fact, our very first dollar came from process consulting. Three decades later, we have 120 clients from the Fortune 1000, and complete 43 million transactions a month on a digital backbone that spans 19 countries around the world.

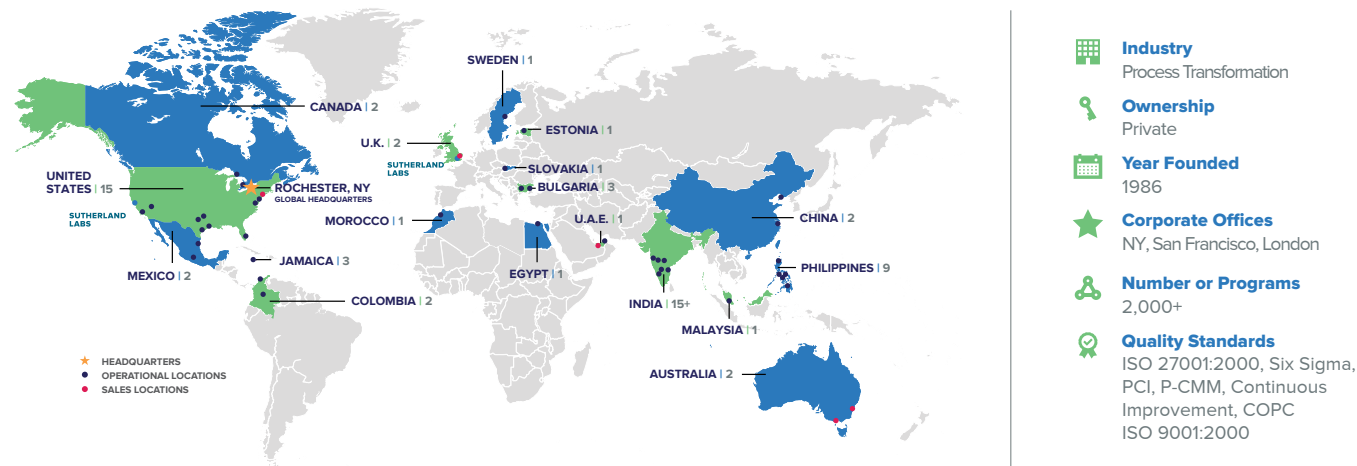
## What We Do

Sutherland's process transformation services innovate at the intersection of business and technology to transform processes that realize our client's vision. We are experts in accelerating performance and achieving high-impact outcomes through winning execution strategies across the entire business and customer lifecycle.

## Our seamless, end-to-end capabilities leave our customers saying, “wow, that was easy.”

- 1 With our design facilities in San Francisco and London, we provide our customers with a unique opportunity to collaborate with us. We bring together our domain experts with ethnographers, experience designers, and visionary thinkers to work side by side with our clients. Our human-centered research results in innovative processes that tackle and simplify even the hardest of problems. Next, we develop solutions that solve our client’s problems. We take a long look at the most complicated and entrenched business processes, rolling up our sleeves to simplify, reinvent, and build streamlined solutions. We throw legacy processes to the wayside, shedding inefficiencies. We leverage our industry leading data and analytics and apply a technology agnostic view.
- 2 Whether we build an avatar, utilize robotic process automation, or deploy biometrics, we never lose sight of creating a great customer experience.
- 3 Front and center omnichannel customer interactions or behind the scenes, it doesn’t matter. Once we design and build a client solution, we can deliver and deploy it anywhere. With global operations and the ability to analyze transactions and interactions across platforms, we can gauge customer experiences, anticipate trends, and measure customer behavior. We provide a unique lens for companies to view and connect with their customers.

## Sutherland delivers anywhere on the planet or in the cloud



As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, NY, Sutherland employs thousands of professionals spanning 19 countries around the world.

## Your opinion matters...

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We transformed the process for gamers to help reset their passwords using an avatar, while they’re still playing.

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We transformed the safety process for an oil services company with wireless check-ins to keep its long haul truck drivers awake and alert.

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For more information on how we can help you transform your processes, visit us at [www.sutherlandglobal.com](http://www.sutherlandglobal.com), email us at [sales@sutherlandglobal.com](mailto:sales@sutherlandglobal.com), or call 1-800-388-4557 ext. 6123.