



ABOUT THE CLIENT

The global market leading in the logistics industry for international air and ocean freight.

CLIENT CHALLENGE

Every day, this global market leading shipping and logistics company delivers thousands of parcels to over 220 countries. Responsible for the payment of duty and value added tax (VAT) for shipments into the UK, the client found itself in the awkward position of collecting these charges from recipients who were often unaware of the additional fees. The result was disgruntled customers and exceedingly large days sales outstanding (DSO) and collection write-offs. Our client needed an experienced partner to manage accounts receivables (AR).

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The partnership with Sutherland has enabled us to become more profitable, with more cash collected and write offs reduced, and most importantly improved the customer experience.

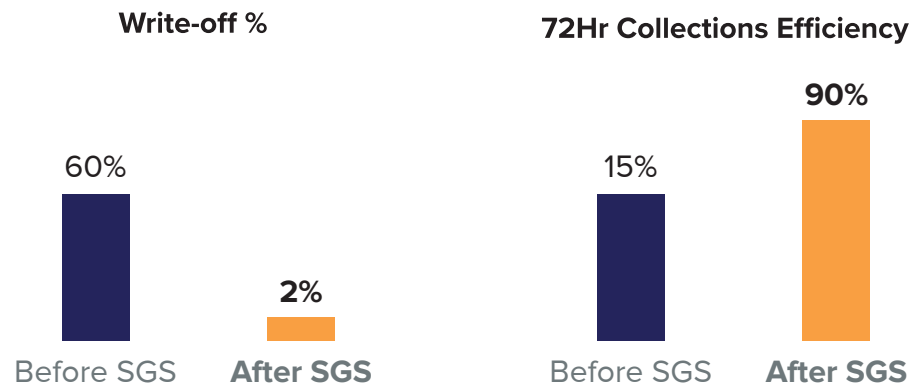
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THE SUTHERLAND TRANSFORMATION

Sutherland transformed inefficient processes and deployed automation, which also eliminated paper-heavy, manual tasks. We set up a central knowledge base so agents could quickly and reliably handle complex customer queries. Innovative collections solutions like SMS texts, chat, and online payment made it easier for customers to pay duty and VAT fees, driving customer satisfaction up and DSO down. Analytics and data insight allowed us to consistently improve business-to-business and business-to-consumer portfolio collection yields, saving millions of dollars.

PARTNERSHIP RESULTS

Annualized collections have increased from \$1 million to \$22 million with a team that has only doubled in size. Our collaborative one-team approach has resulted in better governance and improved process effectiveness.



Analytics & AI
Quote to Cash
Customer Experience

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

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, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.