



## ABOUT THE CLIENT

An international underwriter specializing in insurance and reinsurance in the property and casualty market.

## CLIENT CHALLENGE

The client grew significantly through acquisition and needed to streamline efficiencies and reduce costs across their organization. To achieve this, Sutherland conducted in-depth onsite assessments where our team organized reviews by observing and mapping processes, and interviewing subject matter experts.

Overall the research revealed several opportunities for improvement:

- Account reconciliation work was often reprioritized and lacked effective backup plans.
- Billing & collections, financial reporting, and general accounting activities were centralized for some businesses and not others.
- Accounts payable and travel expenses were only partially transitioned to shared services centers, leaving varied processes in disparate locations.
- European processing was mostly contained within each country and within the businesses, with very little shared services.
- Reinsurance accounting was being supported in multiple locations, using different technology in each location.



Gains were both financial and qualitative in nature.



## THE SUTHERLAND TRANSFORMATION

A solution was developed leveraging multiple locations across the globe that improved the overall utilization of accounts payable and accounts receivable staff, allowing them to focus on more strategic, forward looking activities. This also allowed Sutherland to handle the bulk of the transactional work. Additionally, Sutherland added infrastructure to enhance the current processing, increasing quality, transparency, leveraged digital methods to implement more sustainable and less paper-reliant processes, and decreasing the overall cost of technology.

## PARTNERSHIP RESULTS

Gains were both financial and qualitative in nature. Processing performance was substantially improved for accounts payable and the billing to cash functions, while travel and expense processes were primarily unchanged. Long term performance will continue to improve as account reconciliations are automated, journal entry and closing activities are made more efficient, and paper transactions become electronic.

Among the initial key achievements:

 **35%**  
reduction in costs

 **20%**  
increase in  
productivity

 **24-hours**  
reduction in cash  
application time

Through continuous process improvements, future implementations will further drive down the cost of processing, centralize ownership, and improve performance.

Consulting  
Tech Services  
Finance Transformation

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.

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.