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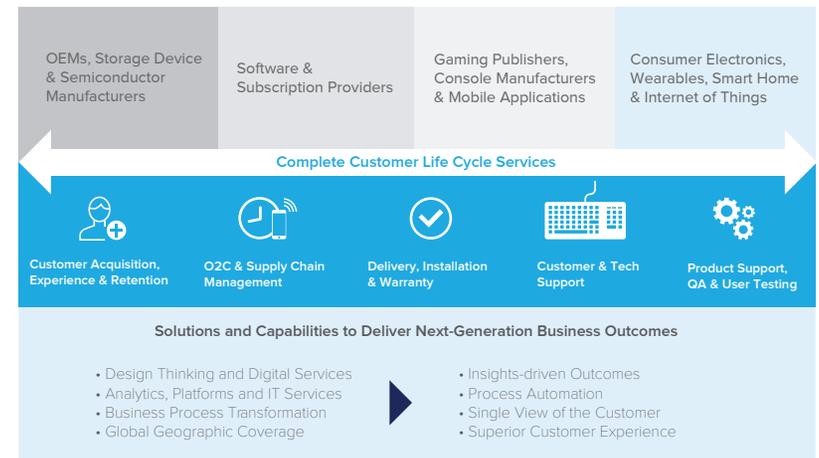
Over 30 years of experience working with strong technology brands across key target market segments to address the industry's unique business and market challenges. 99



Innovation at the Intersection of Business and Technology

Technology has been the backbone for unprecedented disruption and transformational business change, setting in motion the digital economy. Modern technology advancements are not only transforming companies across industries — but also the Technology industry itself. As the industry anticipates the new economy, it is advancing adoption of flexible consumption models. It is thinking strategically about new offerings and revenue opportunities, but also working to sustain profitable business growth as it battles margin pressures. The industry is striving to understand and work collaboratively with customers, improving the end-to-end customer experience, and furthering the value of product and services innovation to be in alignment with customer needs. Sutherland helps organizations leverage deep customer profile and analytic insights to shape and maximize the customer experience, while providing greater end-to-end visibility and operations optimization.

End-to-End Lifecycle Services



Specialized Solutions and Services for the Technology Industry

Solutions and capabilities that deliver next-generation business outcomes for technology industry companies.

Improve Customer Experience, Unlock Operational Insights

Customer Acquisition, Experience and Retention	Enter new global markets, target and penetrate customer segments, and expand the sales pipeline. A single view of the customer and customized services optimize acquisition and retention processes while improving the customer experience.
O2C and Supply Chain Management	Leverage deep customer profile and analytic insights to optimize Order-to-Cash operations while providing greater global supply chain visibility and enhanced fulfillment operations.
Delivery, Installation & Warranty	Installation, professional services, in-and-out of warranty support services improve the overall customer experience, onboarding services increase customer adoption.
Customer and Tech Support	Deliver superior customer care and technical support across support areas with Omni-channel interactions that include phone, email, chat, digital assistants, automation, mobile, self-service portals, live agent contact center services, social media, and community interaction management.
Product Support, QA, and User Testing	Product support services including L1/L2 incident management, product configuration, upgrades, and performance monitoring. Comprehensive product testing services including module, system, integration, regression, data migration, performance and scalability, user acceptance, and pre-deployment testing.
Design Thinking and Consulting Services	Researchers, strategists, designers, technologists, and consultants help organizations develop, design, and deliver bold new solutions for satisfying customer experiences and outcomes that matter.
Technology Platforms and IT Services	IT services and technology platforms to realize the Digital vision, and transform business execution with break-through automation while advancing legacy environments.
Analytics	Synthesize multiple data sources, leverage leading edge analytic tools, and build advanced models to discover, predict, and prescribe opportunities for optimized outcomes and measurable impact.
Process Transformation	Leverage 30+ years' experience providing process transformation services with an integrated platform that drives performance improvement across multiple dimensions for elevated business execution.
Broad Geographical Coverage	Unique blend of services delivery leveraging 38,000+ employees, spanning 60 locations across 19 countries, providing a blended delivery model, assigning expert talent in the right locations to meet diverse global requirements.

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.

Connect with us



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 all industries, achieve greater agility through transformed and automated customer experiences for over 30 years.

Headquartered in Rochester, N.Y., Sutherland employs over 38,000 professionals spanning 19 countries around the world.