



# Platforms & Service Offerings

# Agenda

- Sutherland Overview
- Sutherland – Cloud Capabilities
  - ✓ Our Public Cloud Competencies
  - ✓ Comprehensive Service Portfolio
  - ✓ Case studies
- Cloud Operating Model



# Sutherland Overview

Sutherland is an **experience-led digital transformation company**. Our mission is to deliver exceptionally engineered experiences for customers and employees today, that continue to delight tomorrow.

## 1 Transformation & Innovation:

Research | Insights | Design | Customer Strategy | Transformation | Analytics | Content

## 2 Business Process Services

Deliver and execute core processes with optimized cost, NPS and effectiveness

## 3 Digital Engineering Services

Deliver Transformation “as a service” and a seamless part of client ecosystems

## 4 Technology & Platforms

Technology Products and Platforms complemented by proprietary IP

**200+**

Managing Operations for Fortune 500 clients

**40,000+**

Global Employees

**40%+**

Clients with Outcome-based/TCO models

**80B+**

Customer records managed

**39.4M**

Man-hours automated

**35,000+**

CX Professionals  
9 industries

**600+**

CX & Design Consultants  
Sutherland Labs

OPTIMIZE



AUTOMATE



AUGMENT



ANALYZE



MANAGE



**20+**

Proprietary Platforms CX & EX Lifecycle

**Premier**

Next Gen Co-Development Partnerships



SUTHERLAND DIGITAL

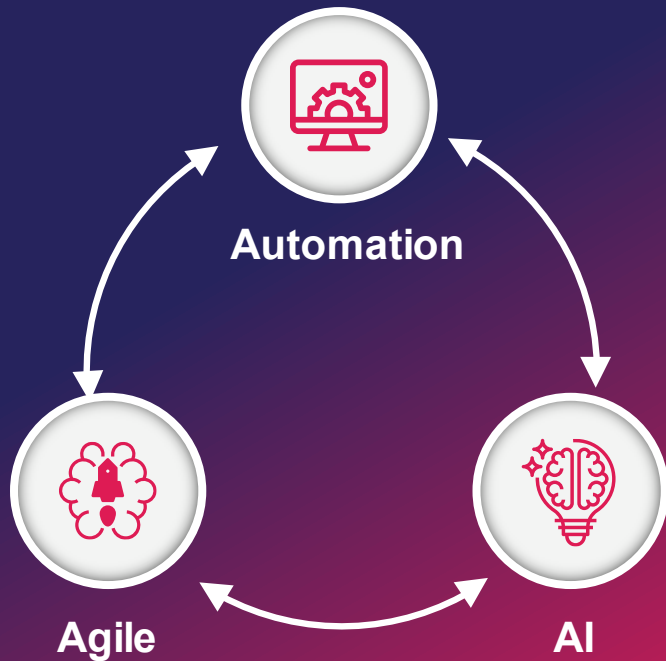
SUTHERLAND BPS



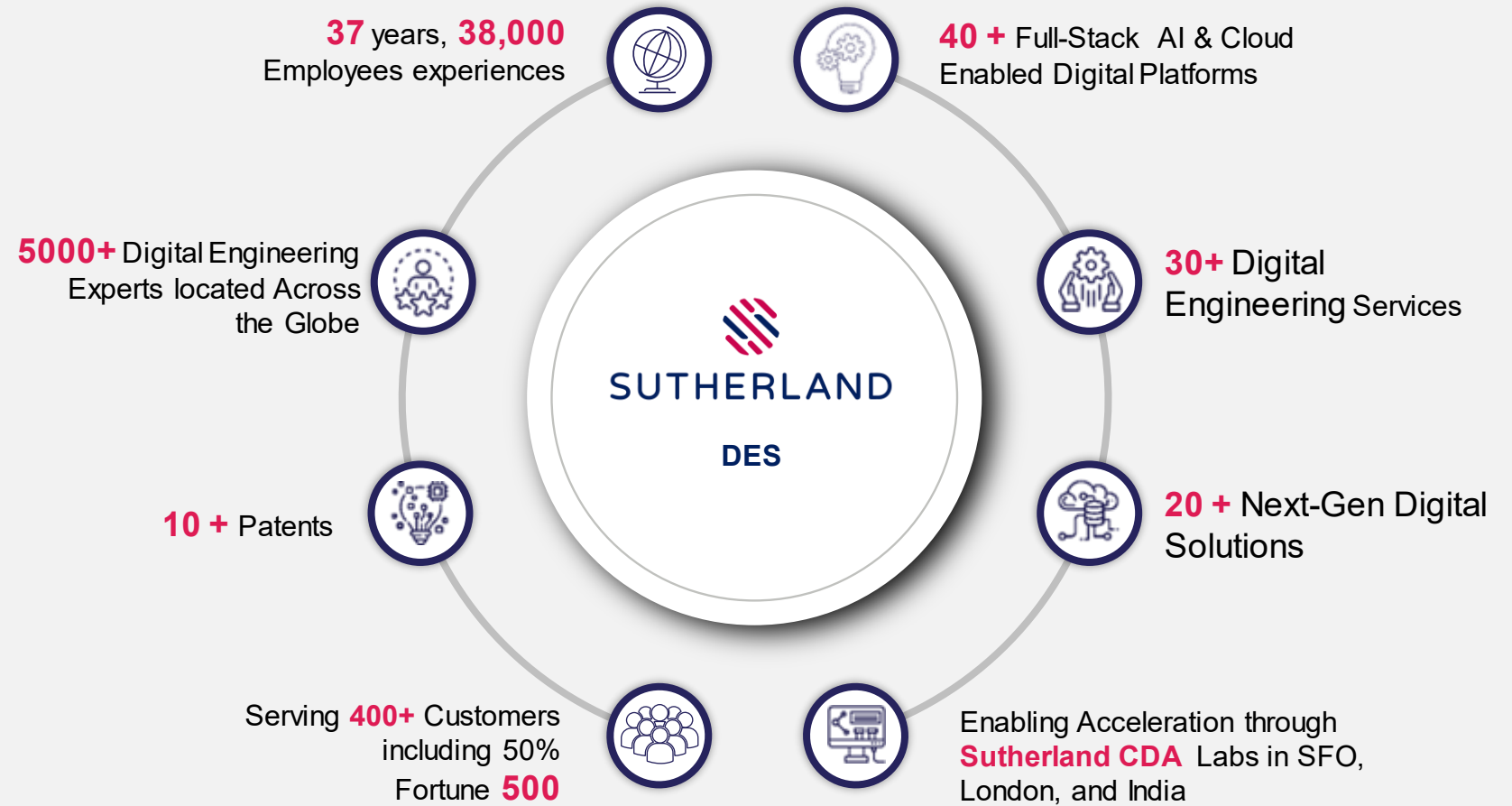
# Sutherland Engineering Services

Accelerating Enterprise Digital Transformation with the 3 switch Approach

## S.A.I.L with AAA



Strategize – Automate – Innovate – Launch





# Sutherland's 30+ Platforms to accelerate your Digital Journey

	Platforms	HealthCare Platforms	Frameworks
<b>DIGITAL IT</b> (CIO, CTO)	<div> <b>Cast Highlight</b> App Rationalization, Enterprise Assessments         </div> <div> <b>CloudTestr</b> Test Automation         </div> <div> <b>RingMaster Studio</b> Migration automation         </div> <div> <b>EBS Upgrade</b> Oracle Upgrade Assistant         </div> <div> <b>EASICloud</b> Cloud Economics and security management         </div> <div> <b>DevOps Express</b> Environment Refresh Automation Engine         </div> <div> <b>Anywhere</b> Remote working         </div>	<div> <b>HealthConnect &amp; HealthAnalytics</b> Enterprise Data Hub, BI &amp; Analytics         </div> <div> <b>E-Hub</b> Electronic Gateway for Health Exchange         </div>	<div> <b>D.I.C.E.</b> Data and Insight Evaluation Framework         </div> <div> <b>APF</b> Application Portal Framework         </div>
<b>DIGITAL BUSINESS PROCESSES</b> (CFO, COO, CHRO)	<div> <b>Safe</b> Facility safety assurance platform         </div> <div> <b>Connect</b> Omni channel outreach         </div> <div> <b>Extract.AI</b> Intelligent Data Extraction Platform         </div> <div> <b>Translate.AI</b> Cloud-based Language Extraction Solution         </div> <div> <b>Prodigy</b> Redesign complex business processes         </div> <div> <b>Sentinel AI</b> Remote worker security suite         </div> <div> <b>HelpTree</b> Intelligent Knowledge Management         </div> <div> <b>eSeal</b> Digital Supply Chain         </div> <div> <b>Anywhere</b> High performance remote work         </div> <div> <b>Robility</b> Robotic Process Automation         </div> <div> <b>Meltag</b> Trade Campaign and Loyalty         </div>	<div> <b>SutherlandRev</b> AR Follow-up workflow platform         </div> <div> <b>Sutherland Access</b> Pre-Auth Workflow platform         </div> <div> <b>SmartCred</b> Solution for Provider Credentialing         </div> <div> <b>PDM Tools</b> End to end Provider Data Management         </div> <div> <b>Sutherland MedCoding</b> Medical Coding Workflow Platform         </div>	<div> <b>ServiceNext</b> Automation as a Service         </div>
<b>DIGITAL INTERACTION</b> (CMO)	<div> <b>CX360</b> Analyze Customer Journeys with Interaction Insights         </div> <div> <b>Conversational AI</b> AI led conversations         </div>	<div> <b>PAAS</b> Provider Survey Management         </div>	





# Sutherland – Cloud Capabilities



# Our Public Cloud Competencies

**1200+** Certified Cloud Experts

**2500+** Employees

Microsoft Gold Certified Partner in One Partner Program, launching Azure in UAE, *Enabling Microsoft to sell Sutherland Connect™ as Azure Connect™*



- Advanced Specializations
- Gold Competencies

**300+** Certified Azure Cloud Experts

## Certifications



Google-funded Joint Innovation Labs and Premier GCP Partner. We're advancing Conversational AI (CCAI) and *Next-Gen Natural Language Processing (NLP) / Natural Language Understanding (NLU) Technology*



Google Cloud Premium Partner



kubernetes



Google Cloud Anthos

**200+** Certified GCP Cloud Experts

## Certifications



ORACLE Partner



Cloud Sell Expertise | Cloud Service Expertise

**400+** Certified ORACLE Cloud Experts

## Certifications



Oracle Platinum Partner and Cloud Services partner of Oracle and has a strong relationship to drive and accelerate your digital transformation programs



Advanced Specializations



- AWS Lambda Delivery
- AWS IoT Core Delivery
- Amazon DynamoDB Delivery
- Amazon API Gateway Delivery

**100+** Certified AWS Cloud Experts

## Certifications



Amazon Labs 126 Innovation Labs Partner, accomplished 36 confidential projects, uniquely combining co-development and design. *Integrated Sutherland NLP with Amazon Comprehend Medical NLP.*



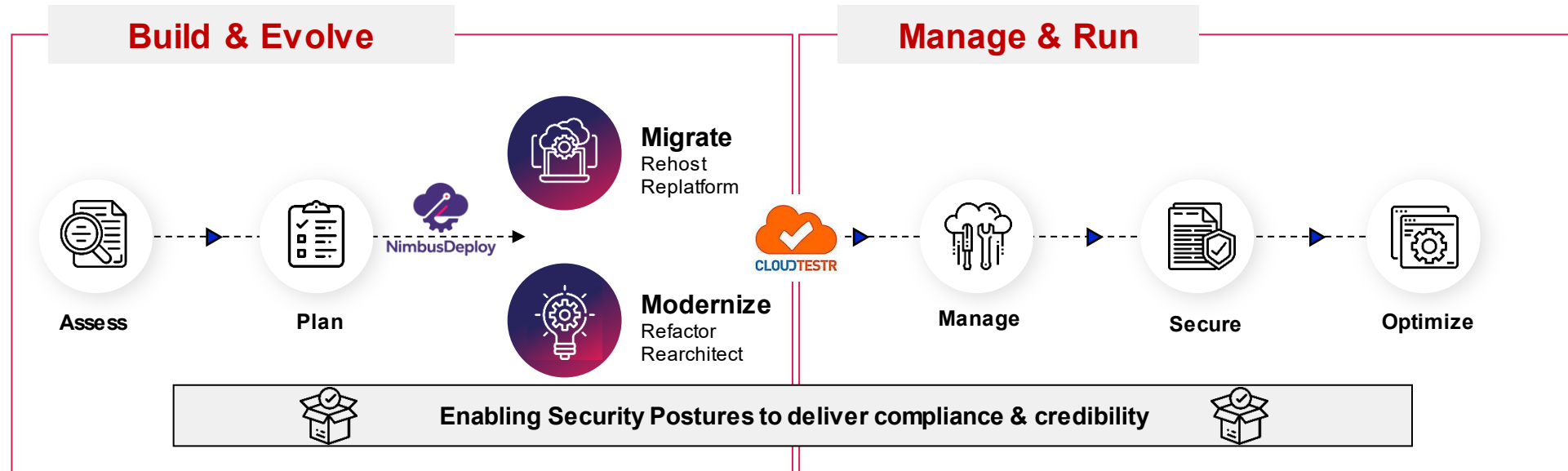
# Sutherland | Comprehensive Service Portfolio

Public Cloud Services	Private Cloud Services	AIOPS	Security Services	Application Services	Data Services
<ul style="list-style-type: none"><li>▪ Assess &amp; Migrate</li><li>▪ Customized Architectural Design &amp; Deployment</li><li>▪ Comprehensive Management &amp; Operational Excellence</li><li>▪ Strategic Cost Management for Maximum Efficiency</li><li>▪ Cutting-Edge Application Modernization</li><li>▪ Robust Cloud Security &amp; Protection</li><li>▪ Oracle</li><li>▪ SAP</li><li>▪ DR</li></ul>	<ul style="list-style-type: none"><li>▪ Managed Private Cloud</li><li>▪ VMWare, Hyper-V and OpenStack</li><li>▪ DC Management</li><li>▪ Data localization</li><li>▪ Compliance</li><li>▪ Oracle</li><li>▪ SAP</li><li>▪ DR</li></ul>	<ul style="list-style-type: none"><li>▪ Auto Remediation</li><li>▪ Auto CMDB</li><li>▪ Data Sovereignty</li><li>▪ Fraud Detection</li><li>▪ Pipeline SLAs</li><li>▪ Turn Around time</li></ul>	<ul style="list-style-type: none"><li>▪ Network Security Management</li><li>▪ Endpoint Protection</li><li>▪ Firewall Management</li><li>▪ Intrusion Detection and Prevention Systems (IDPS)</li><li>▪ Vulnerability Management</li><li>▪ Security Information and Event Management (SIEM)</li><li>▪ Email Security</li><li>▪ Data Loss Prevention (DLP) Cloud Security</li><li>▪ Identity and Access Management (IAM)</li><li>▪ Compliance</li></ul>	<ul style="list-style-type: none"><li>▪ Migrate, Modernize, &amp; Manage</li><li>▪ Integration &amp; Automation Solutions (DevOps, Automation &amp; DevSecOps)</li><li>▪ Containerization &amp; Orchestration Management</li></ul>	<ul style="list-style-type: none"><li>▪ Big Data Processing &amp; Management</li><li>▪ Data Integration &amp; Warehousing Solutions</li><li>▪ Business Intelligence &amp; Reporting</li><li>▪ AI &amp; Machine Learning Implementation</li><li>▪ Cloud-Based Data Services</li><li>▪ Data Governance &amp; Compliance</li><li>▪ Real-Time Data Processing</li><li>▪ Data Visualization &amp; Dashboard Creation</li><li>▪ Custom Data Solutions</li></ul>

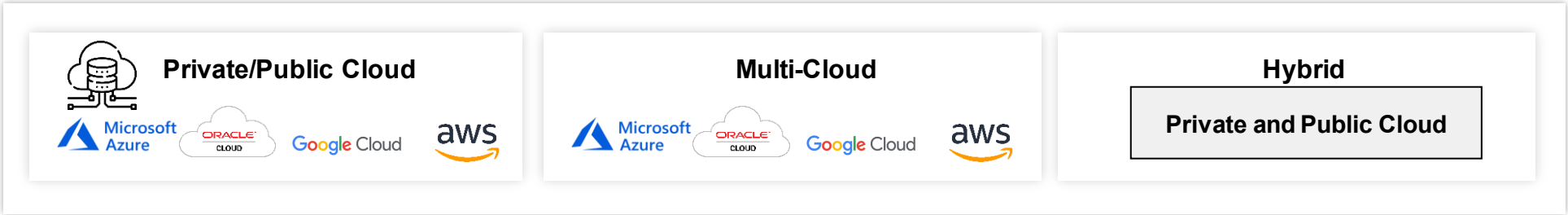
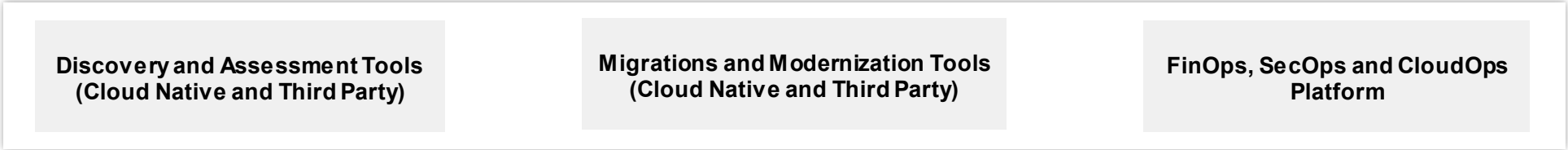




# Right-sized Cloud and Resilient operations



## Sutherland in-house Gen-AI Powered AIOps & Automation platform - ADOP





# Frameworks and Accelerators



Zero Risk – Zero Cost Cloud Migration  
with (ZCCM)

Managed services with EASI Cloud  
Management (Network, OS, Storage,  
Backup, DR, Security, Automation &  
Innovation Labs). Well Architected  
Framework

FinOps (Cost Management, Optimization,  
Governance)  
(Cloud C.L.A.W.S)

Security and Compliance (Cloud Security,  
DevSecOps, Cyber Security and  
Compliance)

Observability (Infra and Application),  
Site Reliability Engineering

Disaster Recovery as a Service, Backup  
as a Service  
(Bubble DR) Zero Data loss and Near 0  
RTO & RPO

Cloud strategy and transformation (Mult  
iCloud and Hybrid strategy)

Infrastructure as a Code, DevOps,  
DevSecOps, Integrated CI CD CT Engine  
powered by  
DOX – DevOps Express

Modernization (IaaS>PaaS>SaaS,  
Serverless, Functions, ETL, K8s)



# 'Zero Cost, Zero Risk' Cloud Migration

Sutherland's unique approach to accelerate cloud migration

## Four Unique Aspects Of ZCCM

Sutherland invests upfront for both **cloud Infrastructure (on behalf of customer) and Migration Services** (while customer's existing service is active).

ZCCM covers all migration, infrastructure and managed services costs for cloud.

Sutherland writes up the agreement as Managed Services Provider (MSP) with Cloud service provider.

Customer pays Sutherland after migration is successfully completed, over life of the contract.

Sutherland Migrates all Infrastructure & Databases to Public Cloud at ZERO Cost

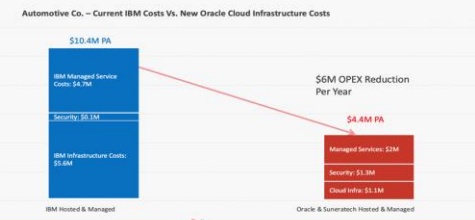
## Success Stories

### Meritor Saves 55% by Migrate Multiple Workloads from IBM Data Center to OCI

Meritor is a leading global supplier of heavy automotive parts like transmission, axels, braking, etc., to heavy truck industry.

Fortune 500 company serves commercial truck, trailer, off-highway, defense, specialty and aftermarket customers.

Industry	Automotive	Y Founded	2000
Employees	8,600	Revenue	\$4.18 B

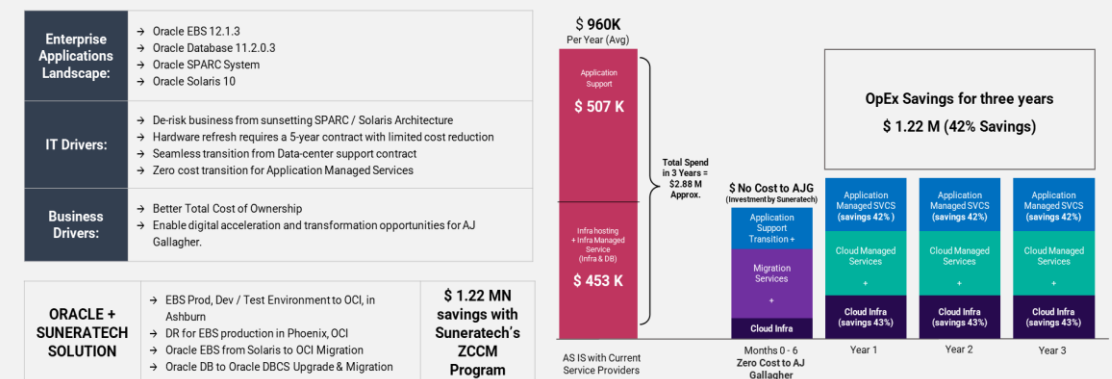


Win Story:	Competing against IBM, AWS. Contract constructed to cover All of Meritor's Drivers: Infra Costs, Infra Support, Oracle Support, Deferred Expense	
IT Landscape:	IBM infrastructure hosting at \$10.4 M/Y, Oracle EBS, Oracle SCM, OTM, Oracle JD Edwards, PeopleSoft HCM, PeopleSoft Financials, Hyperion, Taleo, OBIEE, IBM Sterling, SAP.	
IT Drivers:	Reduce high infrastructure costs. Enhanced risk due to gaps in enterprise security. Modernize Oracle EBS on Solaris OS. Exit from Rimini Street and reinstate Oracle application support for EBS.	
Business Drivers:	Establish market position for Autonomous Trucks with IoT, Artificial Intelligence, Machine Learning in Supply Chain, Manufacturing and Customer Support.	
ORACLE + SUNERATECH SOLUTION	Move 80+ workloads to Oracle Cloud Infrastructure Modernize Oracle EBS from Solaris to OCI Comprehensive Cloud & Enterprise Security solution	Implement Cloud Disaster Recovery Implement OCI Virtual Machines & Exadata Cloud Service Safe Return Program

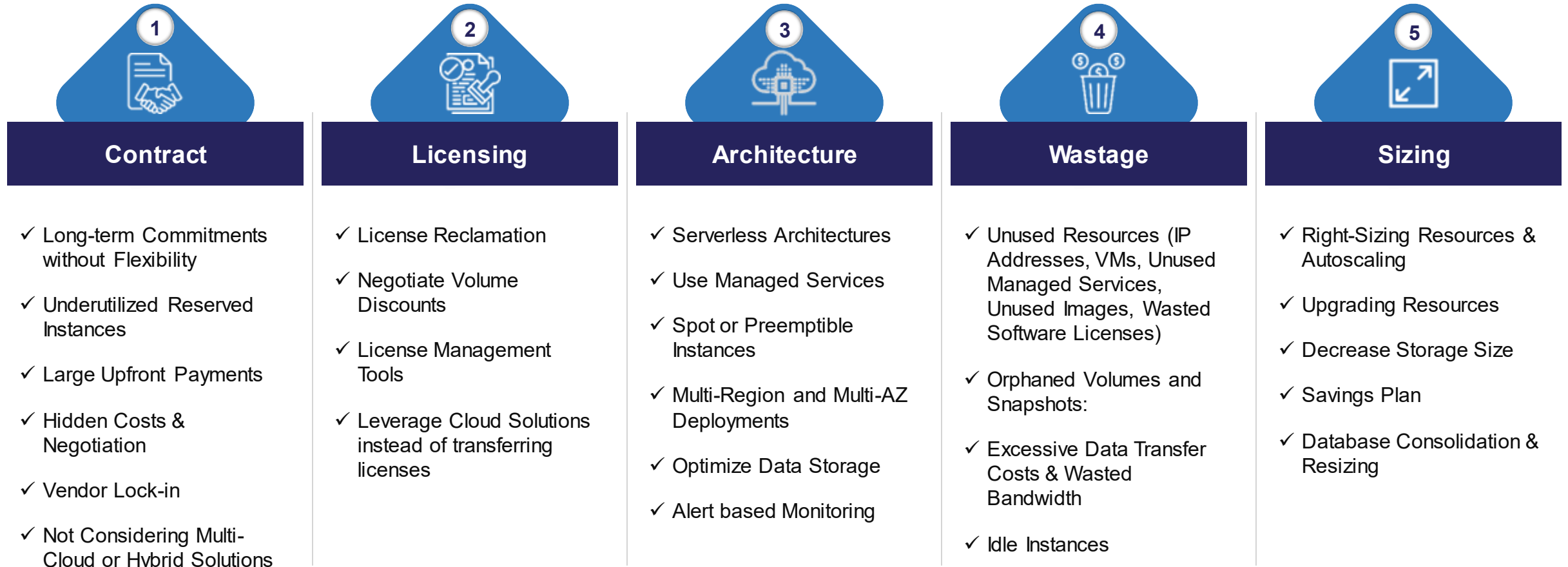
### AJ Gallagher saves 42% by migrating EBS to Oracle Cloud with Suneratech's Zero Cost Cloud Migration program

→ Arthur J. Gallagher & Co., an international service provider plans, designs, and administers a full array of customized, cost-effective property/casualty insurance and risk management programs.

→ Established in 1927, AJ Gallagher is one of the largest insurance brokerage, risk management, and human capital consultant companies globally. It has operations in 49 countries, employs over 34,000 people with significant reach internationally, and provides services in more than 150 countries with its global network.



# Cloud CLAWS™ – 5 Levers of Cost Optimization

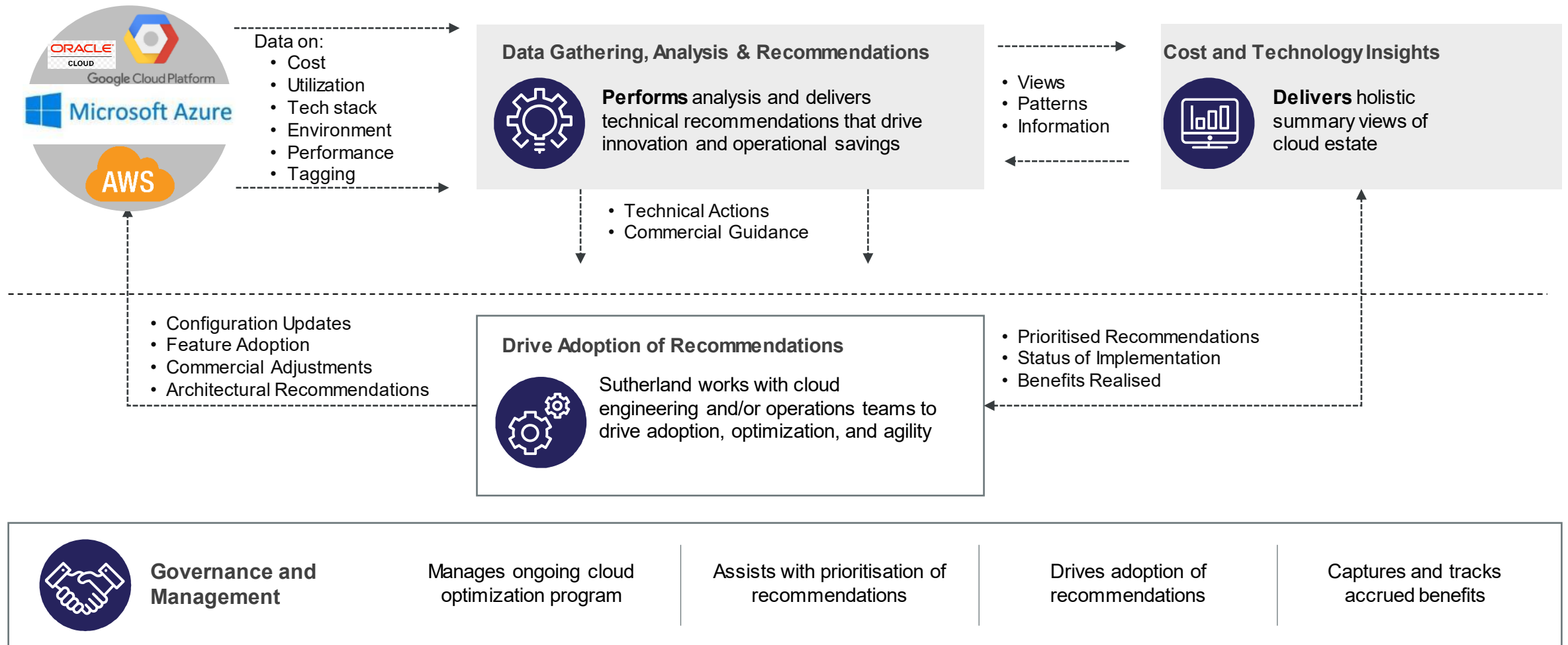


**EASI Cloud provides a Single Pane of Glass for CLAWS of the Cloud**

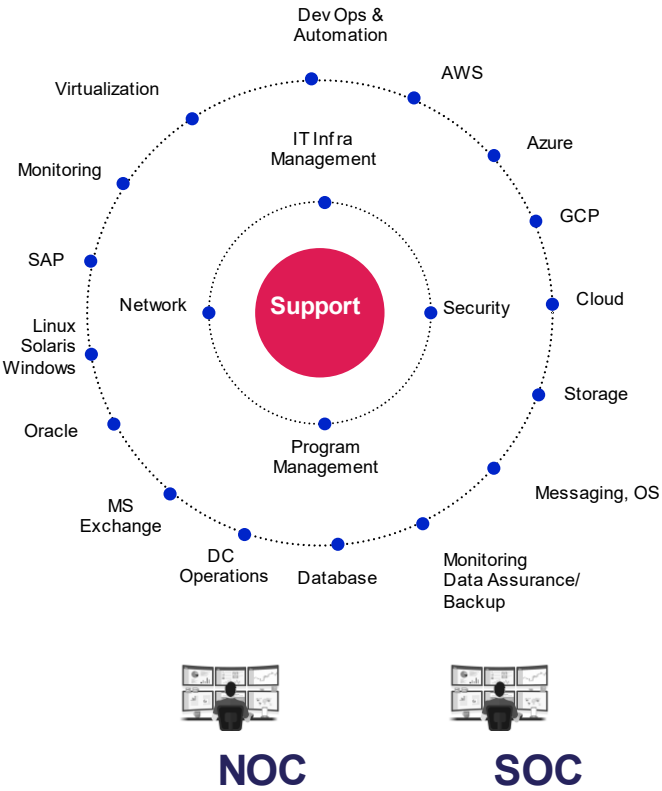
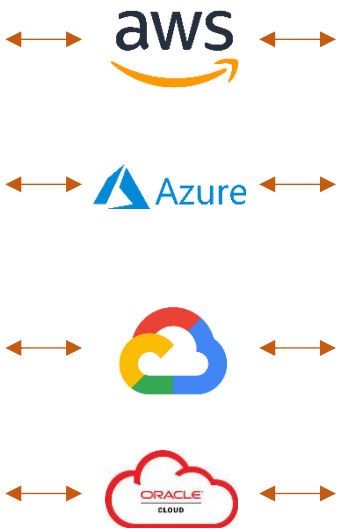
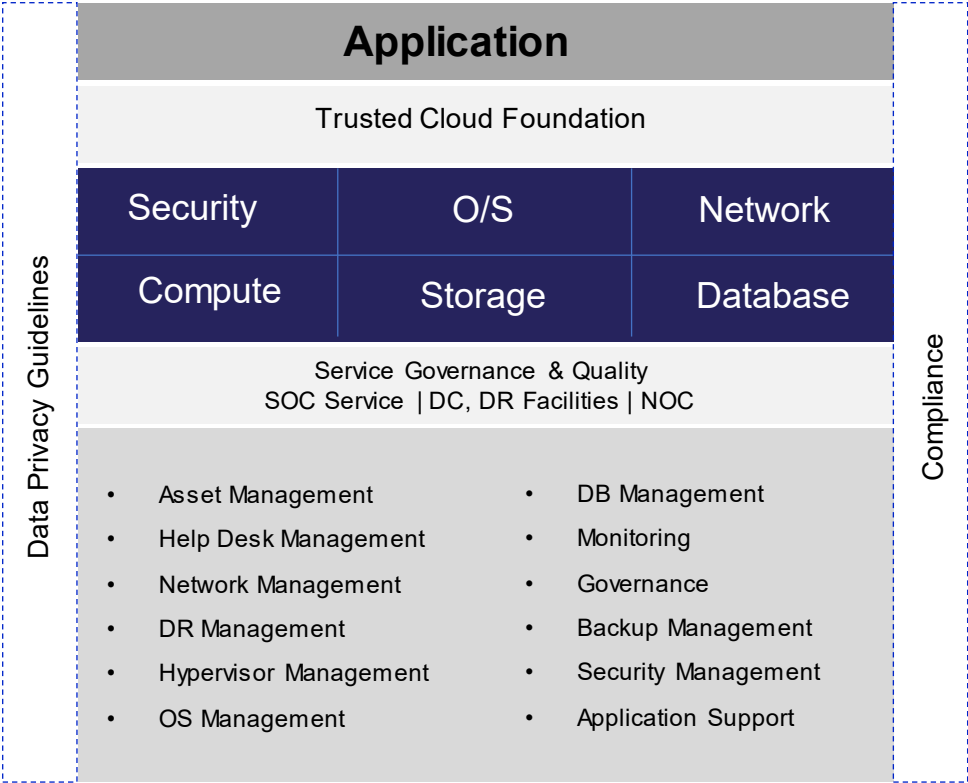




# Automation Optimization Engine Workflow



# Specialized Cloud Solutions



## Industry Specific

Banking

ERP

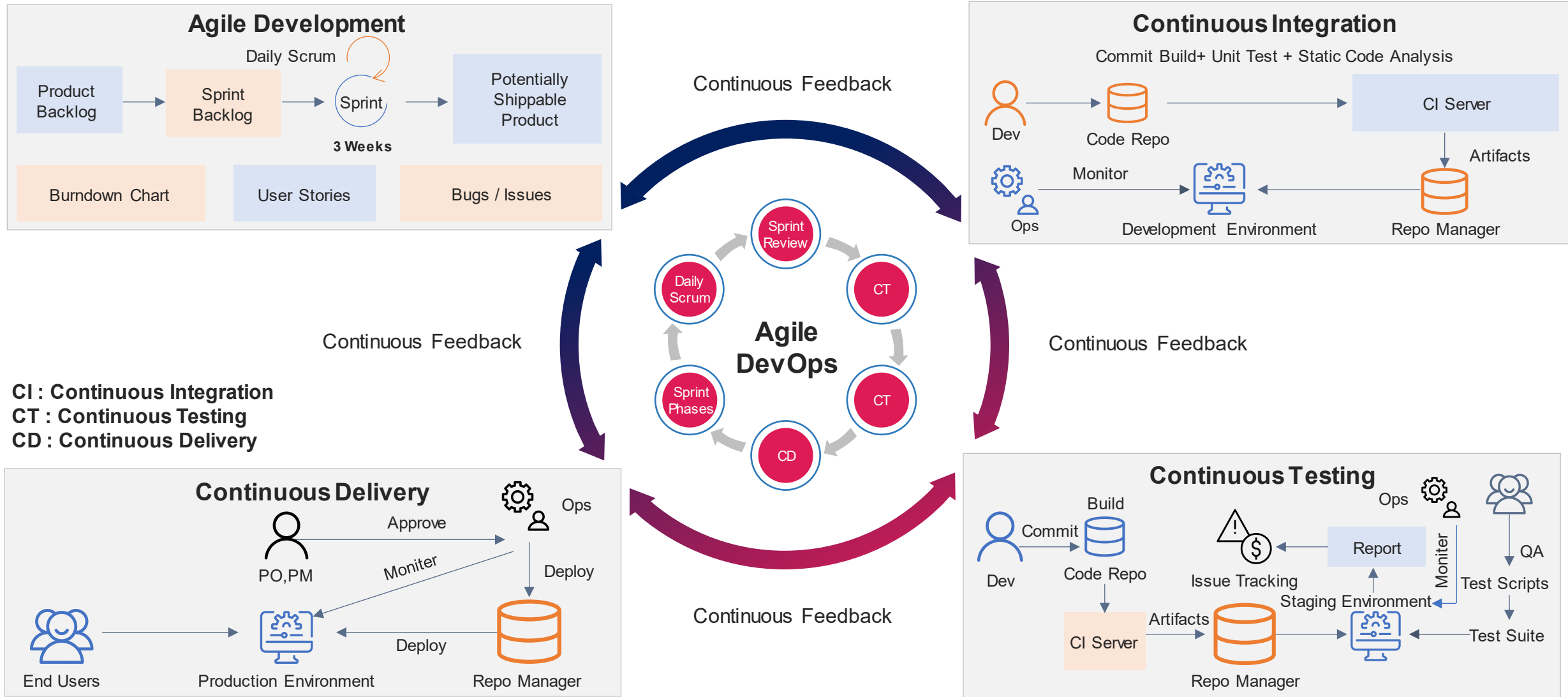
Insurance

Healthcare

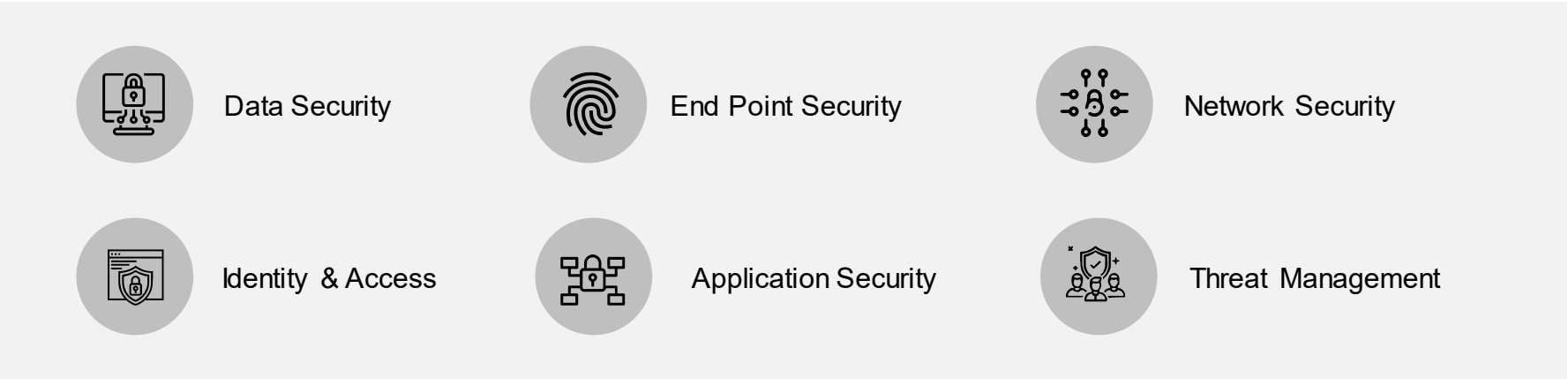
Govt



# Sutherland Agile DevOps Engine - DevOps Express (DOX)



# Cloud Focused Advanced Managed Security Services



## Key Tools



# Sutherland Security Services Portfolio

| Transition | Transformation | Manage | Monitor | Mature |

MDR



**Sutherland Advanced Managed Detection & Response**

Threat Intelligence Platform

Managed SOC



**Managed SOC - Advanced**

IDAM

Security Posture Management



**Managed SOC - Standard**

ZTNA/ Secure Remote Access

Automated Response

SIEM

ServerSecurity

Network Security

Threat Hunting

Data Security

Vulnerability Management

Identity Security

Application Security (DAST/ SAST)

AI, ML, Behavior Analytics

Penetration Testing

Threat Research & Intelligence

Email Security

External Attack Surface Management

Professional services



**Consulting, Advisory and deployments**

Cyber Security Assessment

POC

Strategic Advisory Service

Engineering



**Compliance Assist**



Global and Regional Compliance

Audit and Reporting Support



Google Cloud



FORTINET



RAPID7



On-premise workloads





# Sutherland's Cyber Security Capabilities

## Identity Security

- User Identity Lifecycle Management (JML)
- Access Management, SSO
- Identity Federation - B2B
- Consumer Identity CIAM – B2C
- Multi Factor Auth<sup>n</sup>. (MFA)
- Privilege Identity (PIM/ PAM)

## End Points Security

- Antivirus, Malware Protection
- Host IDS/ IPS Firewall
- Anti Phishing/ Spam
- End Point DLP
- Secure Remote Access
- Disk Encryption/ FIM

## Application Security

- Application Security Testing (SAST, DAST, SCA, IAST, RASP, Source Code Analysis)
- Sec-Dev-Ops / Secure CI-CD
- Vulnerability Management
- Penetration Testing
- Virtual Patching

## Network Security

- NG Firewall, DDoS
- Web Application Firewall
- IDS/ IPS , NIDS/ NIPS, NDR
- Email Security, Sandboxing
- VPN, Secure Remote Access
- Bot Protection

## Data Security

- Data Masking & Obfuscation
- DB Access Monitoring (DAM)
- Keyvault, HSM & KMS
- Data Classification, DLP
- Rights Management (DRM)
- PKI - Certificate Lifecycle Management (CLM)

## Threat Management

- NG (AI / ML) SIEM
- SOAR / UEBA
- Threat Intelligence / Hunting
- EDR/ XDR/ MDR
- Brand Protection
- Breach & Incident Response

## Cloud Security

- Native Cloud Security
- Third Party Security Controls
- Landing Zone Security
- Posture Management
- Cloud Transformation
- Risk & Compliance
- Az, AWS, GCP, OCI

## Governance, Risk & Compliance

- Audit & Compliance Management (ISO 27k, GDPR, NIS2, PCI-DSS, NIST, CCPA )
- Enterprise Risk Management
- Third Party Risk Management
- Security Awareness
- IS Policies & Standards

## NG Services

- Zero Trust Architecture
- Secure Access Service Edge
- Secure Service Edge
- Microservices/ Container Security
- IoT/ IIoT/ OT Security







## Advance Services

- Security Engineering
- Security Consulting/ Architecture
- CISO as-a-Service
- SOC Design & Build
- Security COE, POC
- Gen AI Security

| Integrated Cyber Security | Cyber Defense Delivery Operations | Cybersecurity Maturity |



# Deploy, Migrate & Modernize : Migration Projects Completed

	Infrastructure Migration	DB Migration	Cloud	Non-Oracle Workload Migration	DR On Cloud	DB Upgrades	Platform Migrations	EBS Lift & Shift	EBS Upgrade	Managed Services/ New Projects	Security Services	EA Modernization (RPA/AI)	DevOps / DevSecOps
	✓	✓	AWS	✓	✓	✓	✓	✓	✓	✓	✓		✓
 Arthur J. Gallagher & Co.	✓	✓	OCI		✓			✓		✓		✓	
 SNC-LAVALIN	✓	✓	OCI			✓		✓	✓	✓			
 verizon	✓	✓	AWS		✓	✓	✓	✓	✓	✓	✓	✓	
	✓	✓	OCI, Azure, AWS	✓	✓	✓	✓	✓		✓	✓		✓
	✓	✓	OCI, Azure	✓		✓				✓			
	✓	✓	OCI			✓				✓			
 BLACKSTONE technology group	✓	✓	OCI & Azure		✓	✓				✓			
	✓	✓	OCI Gov Cloud			✓	✓	✓	✓				
 greenworks	✓	✓	OCI	✓		✓							
	✓	✓	OCI					✓					
			GCP	✓						✓		✓	✓



# Creating Value for Our Clients: Real Results, Real Impact

1

**Implementing an Azure Landing Zone and Data Services for Clarien Bank**

**Leading Caribbean Bank**

2

**Tracfone Transforms Cloud and DevOps Infrastructure with Sutherland, Achieving 30% Cost Savings and 3x Faster Deployments**

**World's leading Telecom player**

3

**Solving Infrastructure Challenges: UPES Transitions to AWS Cloud**

**India's Leading University**

4

**Achieving Institutional Growth through Cloud Innovation: Sreenidhi Institute's AWS Migration**

**India's Leading EduTec**

5

**RAC Transforms IT Infrastructure with Azure Cloud Migration for Scalability and Efficiency**

**leading supplier of fresh berries in USA**

6

**AI-Driven NOC Transformation: Reducing Noise and Improving Security with AWS**

**Leading Global Retail**



# Tracfone Transforms Cloud and DevOps Infrastructure with Sutherland, Achieving 30% Cost Savings and 3x Faster Deployments

## STRATEGY

- Zero downtime deployments
- Cost optimization through FinOps practices
- Improved security with Infrastructure as Code (IaC)
- Increased automation and visibility across all operations

## SERVICES

- Jenkins: Automated scans, deployments, and independent development.
- AWS Migration: Moved 350+ microservices to AWS EKS for efficiency.
- Bitbucket: Enhanced code and artifact management.
- IaC: Used Terraform for secure infrastructure.
- FinOps: Managed AWS costs with continuous optimizations.

## BACKGROUND AND PROBLEM

- Tracfone is a leading prepaid Mobile Virtual Network Operator in the U.S. with over 23 million subscribers.
- Increasing demand for seamless and rapid services drove the need for change.
- Tracfone aimed to transform its DevOps environment for improved agility and efficiency.
- The goal was to deliver faster, more secure, and cost-effective cloud management solutions.

## INDUSTRY: Telecom

## SOLUTION

- Automated the deployment of 400+ Spring-boot microservices on EKS.
- Leveraged IaC for automated provisioning and improved security with IAM authentication
- Achieved 30% savings in cloud costs by remediating cloud infrastructure and introducing better cost visibility.
- Over 4000+ pipelines created for both Infra & applications
- Delivered continuous 5% savings per quarter by rightsizing opportunities and implementing serverless containerization.

## PARTNERSHIP RESULTS

67% Increased Agility

30% Cost Savings

40% Scalability and Performance

8/10 Security Poster



# Solving Infrastructure Challenges: UPES Transitions to AWS Cloud



## STRATEGY

- Ensure high availability of student applications.
- Address frequent network issues with on-premise infrastructure.
- Achieve scalability to support future growth.

## SERVICES

- Migrated production environment to AWS.
- Implemented SAP HANA on AWS for improved scalability.
- Offsite backup storage accessible from any location with internet.
- Reduced Total Cost of Ownership (TCO) with AWS reserved instances.

## BACKGROUND AND PROBLEM

- Frequent network disruptions from service providers.
- Limited scalability with on-premise infrastructure.
- Challenges in accessing student applications due to network issues.

## INDUSTRY: EDTECH

## SOLUTION

- Migration to AWS ensured high availability and improved performance.
- Scalable AWS infrastructure provided flexibility and elasticity.
- Offsite backups allowed for easy data recovery and global access.
- Reserved instances optimized cost efficiency.

## PARTNERSHIP RESULTS

25%

Increased satisfaction among students, faculty, and management

30%

Improved availability, scalability, and reliability

40%

Scalability and Performance

30%

Reduced operational costs





# Achieving Institutional Growth through Cloud Innovation: Sreenidhi Institute's AWS Migration



## STRATEGY

- Modernize technology infrastructure to support student growth and operational efficiency.
- Implement a scalable, reliable, and integrated system to improve management visibility and support both academic and financial functions.

## SERVICES

- Implementation of SAP ERP covering Student Lifecycle Management (SLCM), Human Capital Management (HCM), and Finance modules.
- Upgrade to SAP S/4 HANA platform on AWS Cloud.
- Integration of SuccessFactors for talent management and operational scalability

## BACKGROUND AND PROBLEM

- Limited scalability and reliability of existing applications impacting student satisfaction and institutional growth.
- Siloed systems preventing management from gaining visibility into operational efficiency.
- Challenges with financial reporting due to lack of integration between academic and financial systems.

## INDUSTRY: EDTECH

## SOLUTION

- Initial SAP ERP implementation covering SLCM, HCM, and Finance for better management of students and staff.
- Upgrade to SAP S/4 HANA on AWS Cloud for improved scalability and performance.
- Integration of SuccessFactors to enhance talent management processes and ensure operational efficiency.

## PARTNERSHIP RESULTS

50%

increase in student intake capacity

75%

readiness for future expansion

35%

improvement in decision-making efficiency



# AI-Driven NOC Transformation: Reducing Noise and Improving Security with AWS – Digital River



## STRATEGY

- Adopt an **automation-first approach** to improve incident management and reduce manual intervention.
- Leverage **AI-powered tools** for auto-remediation and operational noise reduction.
- Conduct a comprehensive **AWS Security Assessment** to enhance cloud security.
- Focus on **24/7 NOC services** for continuous monitoring, triage, and diagnosis of incidents.

## SERVICES

- **24/7 NOC Services:** Round-the-clock monitoring, incident triage, and diagnosis.
- **AWS Security Assessment:** Evaluated AWS infrastructure for vulnerabilities and compliance.
- **Observability Automation:** Automated real-time monitoring of system performance and health.
- **AI-Powered Automation:** Used AI tools to automate remediation and reduce operational noise.
- **Noise Reduction Commitment:** Prioritized reducing alert fatigue through smarter incident filtering.

## INDUSTRY: RETAIL

## SOLUTION

- Implemented **24/7 NOC** to ensure continuous monitoring and proactive incident management.
- Conducted **AWS Security Assessments** to strengthen the security posture.
- Introduced **AI-driven automation** for filtering irrelevant alerts and auto-remediating routine incidents.
- Deployed **observability automation for real-time** insights and proactive issue resolution.

## BACKGROUND AND PROBLEM

- Overwhelming number of alerts and incidents, leading to **delayed response times** and increased manual efforts.
- Lack of automation in monitoring and **incident management** created inefficiencies.
- The client needed to improve **AWS security and operational efficiency** while reducing downtime.

## PARTNERSHIP RESULTS

- 30% TCO reduction
- 50% improvement in incident response
- 40% faster development
- 35% reduction in administrative overhead



*Thank You!*



SUTHERLAND®