SUTHERLAND®

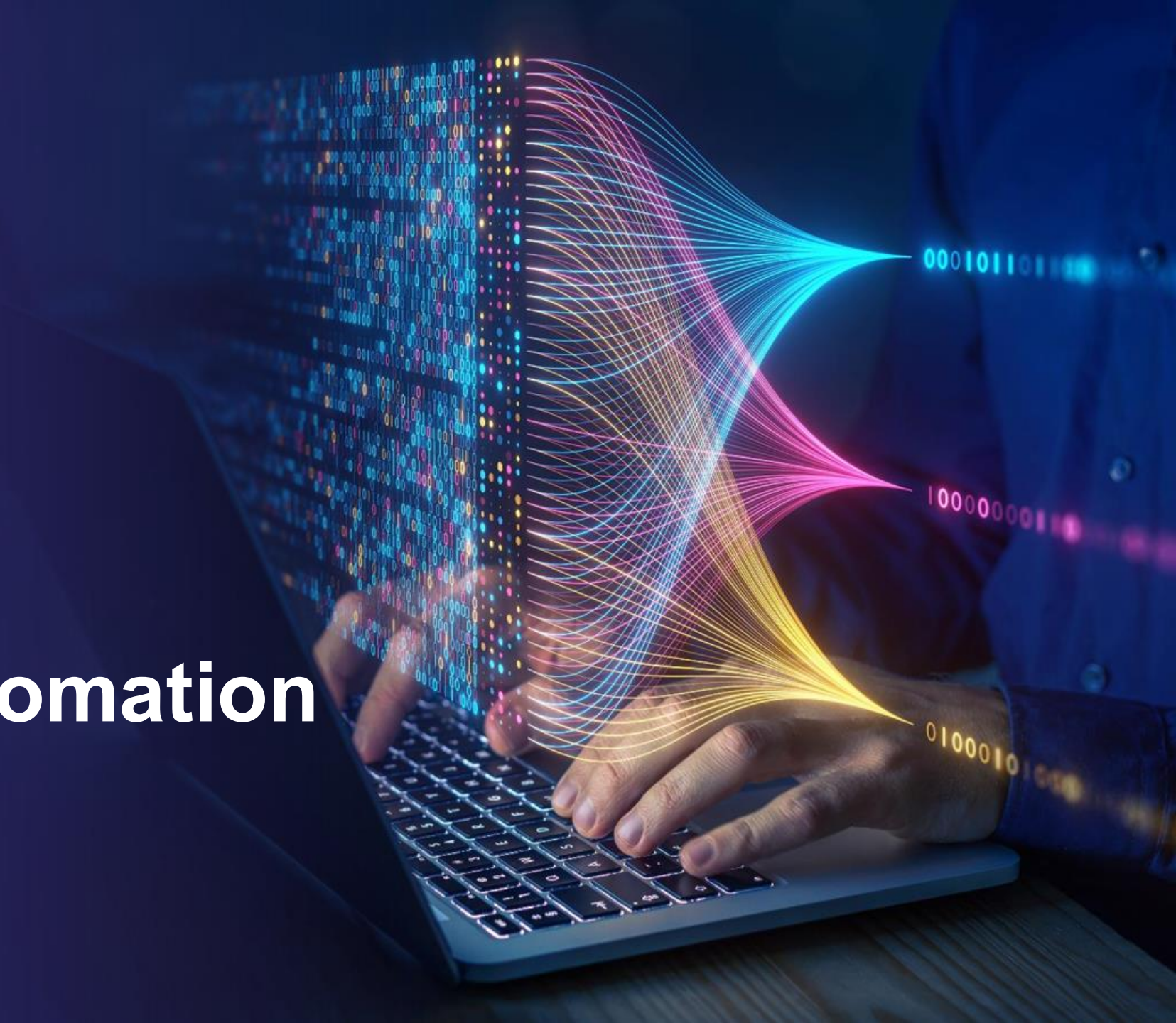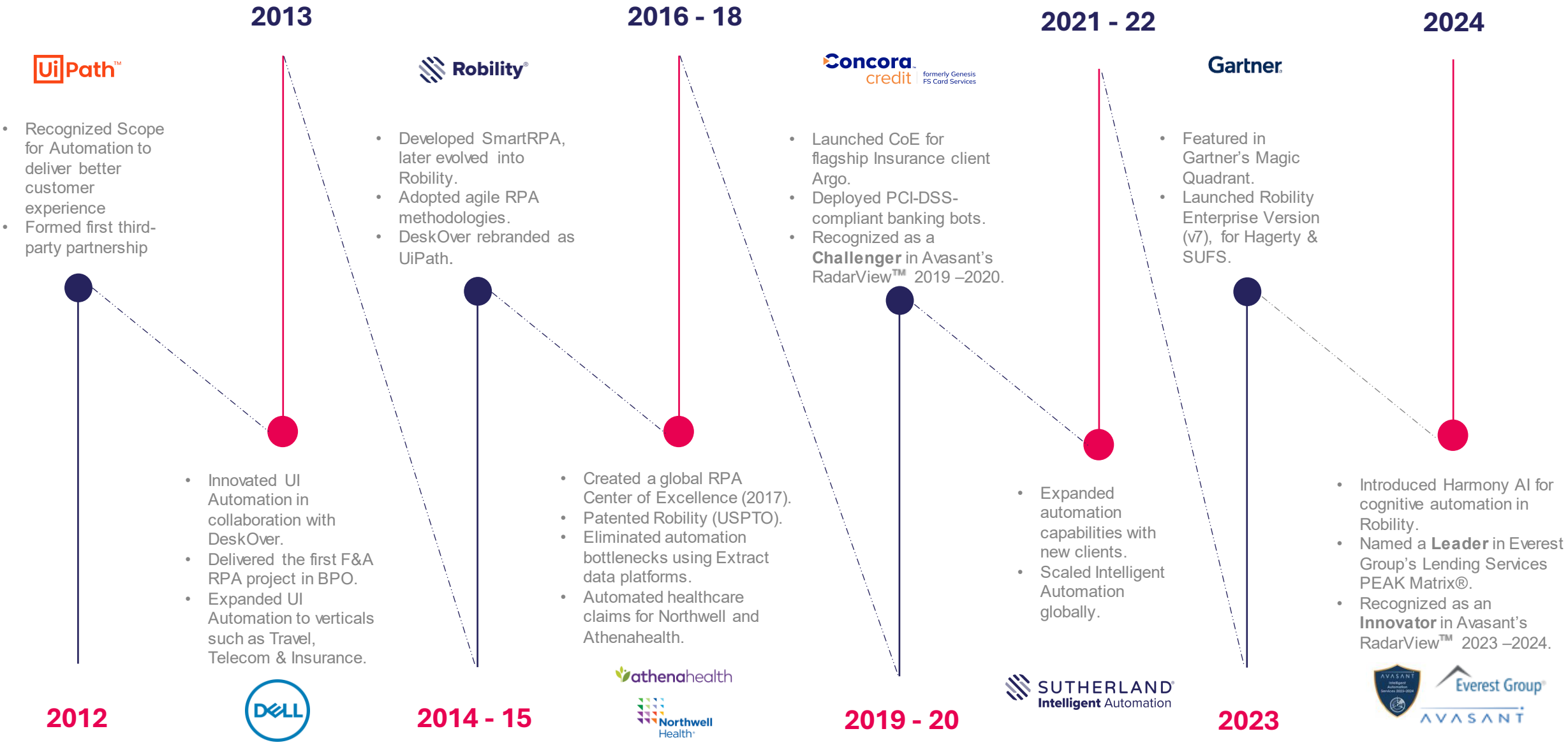**Sutherland Intelligent Automation**

Sutherland Intelligent Automation (IA) – The Journey

SUTHERLAND Intelligent Automation

2012
UiPath™
- Recognized Scope for Automation to deliver better customer experience
- Formed first third-party partnership

2013
- Innovated UI Automation in collaboration with DeskOver.
- Delivered the first F&A RPA project in BPO.
- Expanded UI Automation to verticals such as Travel, Telecom & Insurance.

DELL

2014 - 15
Robility®
- Developed SmartRPA, later evolved into Robility.
- Adopted agile RPA methodologies.
- DeskOver rebranded as UiPath.

2016 - 18
- Created a global RPA Center of Excellence (2017).
- Patented Robility (USPTO).
- Eliminated automation bottlenecks using Extract data platforms.
- Automated healthcare claims for Northwell and Athenahealth.

athenahealth
Northwell Health

2019 - 20
Concora credit | formerly Genesis FS Card Services
- Launched CoE for flagship Insurance client Argo.
- Deployed PCI-DSS-compliant banking bots.
- Recognized as a **Challenger** in Avasant's RadarView™ 2019 –2020.

2021 - 22
- Expanded automation capabilities with new clients.
- Scaled Intelligent Automation globally.

SUTHERLAND Intelligent Automation

2023
Gartner
- Featured in Gartner's Magic Quadrant.
- Launched Robility Enterprise Version (v7), for Hagerty & SUFS.

2024
- Introduced Harmony AI for cognitive automation in Robility.
- Named a **Leader** in Everest Group's Lending Services PEAK Matrix®.
- Recognized as an **Innovator** in Avasant's RadarView™ 2023 –2024.

AVASANT **Everest Group** **AVASANT**

Sutherland Intelligent Automation **Practices**

15321 Bots Deployed	**635** Use Cases Automated	**53** Clients	**98%** Accuracy on Bot Process
135 Automation Engineers	**128M** Transactions Automated	**62%** Reduction in Handling time	**7** Different Industries

Intelligent Automation - Services We Offer

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Intelligent Automation

AUTOMATION

IA Strategy:
Re-engineer business processes with IA-driven strategies for automation.

IA CoE Setup:
Embed IA as a service within your business.

IA Production:
Streamline productivity across industries with our IA services

IA Tool Agnostic:
Implement IA solutions compatible with a variety of automation tools.

Automation Support: 24/7 support with customized robotic process automation notifications.

Automation Design: Innovate with robotic process automation design.

IA Assessments: Prioritize and assess business cases with IA solutions.

DIGITIZATION

AI/ML/GEN AI

Proof of Concept Factory: Choose high-transaction models for proof of concept.

AI/ML/GenAI CoE: Solve complex challenges with our machine learning services and solutions.

REINVENT DIGITAL PROCESSES WITH HYPERAUTOMATION

Sutherland's solution increased operational efficiency and improved response rates to regulatory bodies. The solution enabled our consultants to address only those disputes identified as exceptions and not managed by the bots. We gained the ability to handle increased dispute volumes with a reduced headcount." ~ Testimony of a Retail Lender

Business Operating Model – The Approach

Sutherland's IA Business Operating Model provides a structured, phased approach to implementing intelligent automation solutions. Each stage is designed to ensure efficiency, transparency, and measurable success throughout the automation lifecycle.
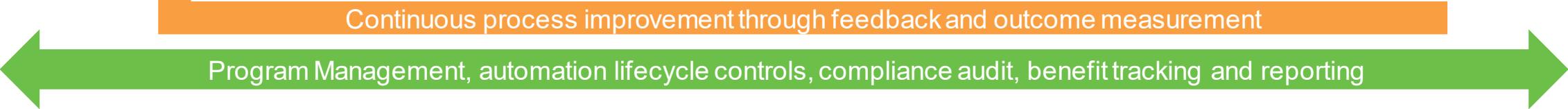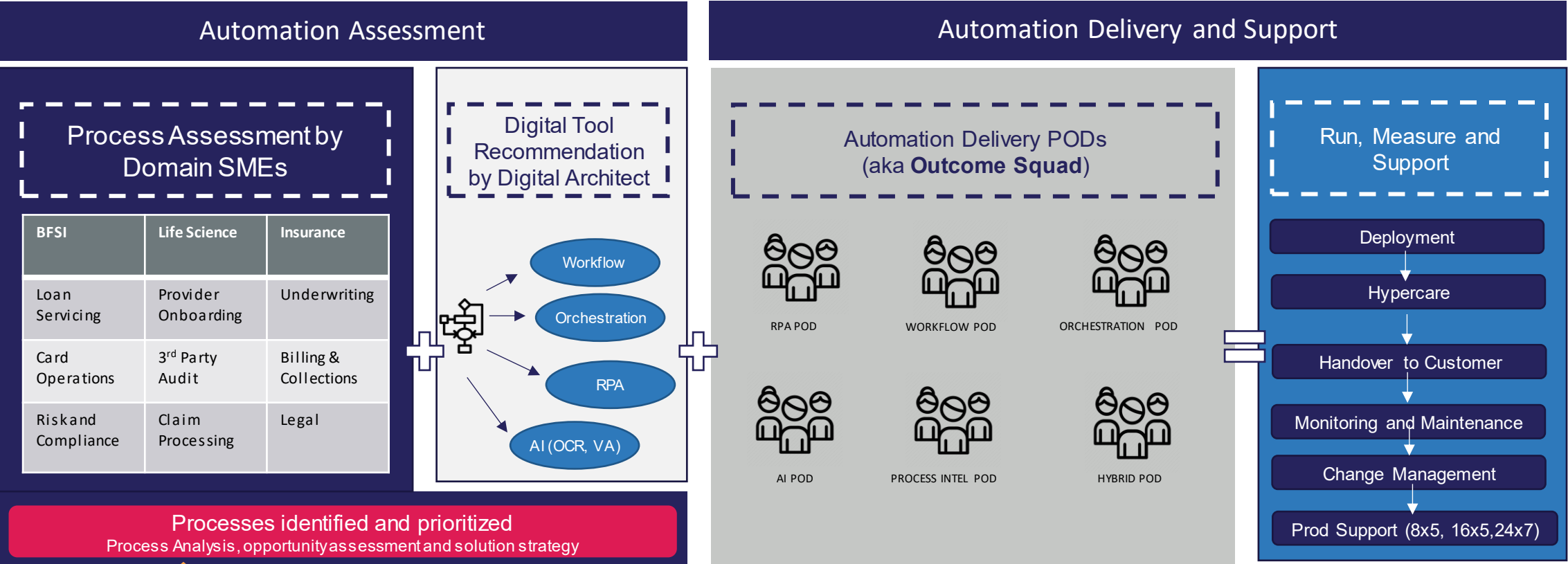
- ❑ **Pre-Discovery:** Identifying automation potential and aligning objectives.

- ❑ **Discovery:** Analyzing processes, feasibility, and scope

- ❑ **Design:** Developing solution blueprints and deployment plans.

- ❑ **Development:** Building, testing, and refining automation solutions.

- ❑ **Deployment:** Integrating solutions with rigorous testing and user training.

- ❑ **Delivery:** Transitioning to production with validation and testing.

- ❑ **HyperCare:** Stabilizing performance through monitoring and issue resolution

- ❑ **Support & Monitoring:** Providing 24/7 oversight, SLA management, and continuous improvement.

IA Business Approach Model
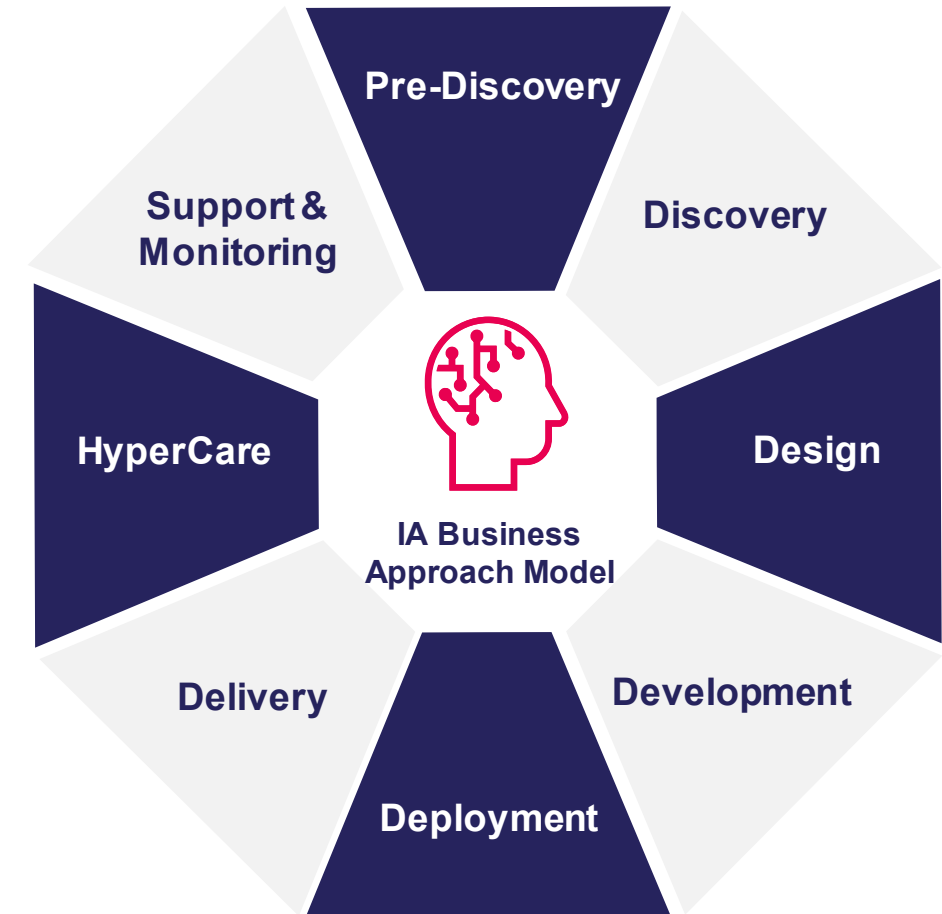
Operating Model Metrices

- Over **95% on-time delivery success rate,** ensuring we meet client expectations consistently.

- **25% improvement** in time-to-market for key client projects.

- **120+ projects completed,** with measurable efficiency gains for clients.

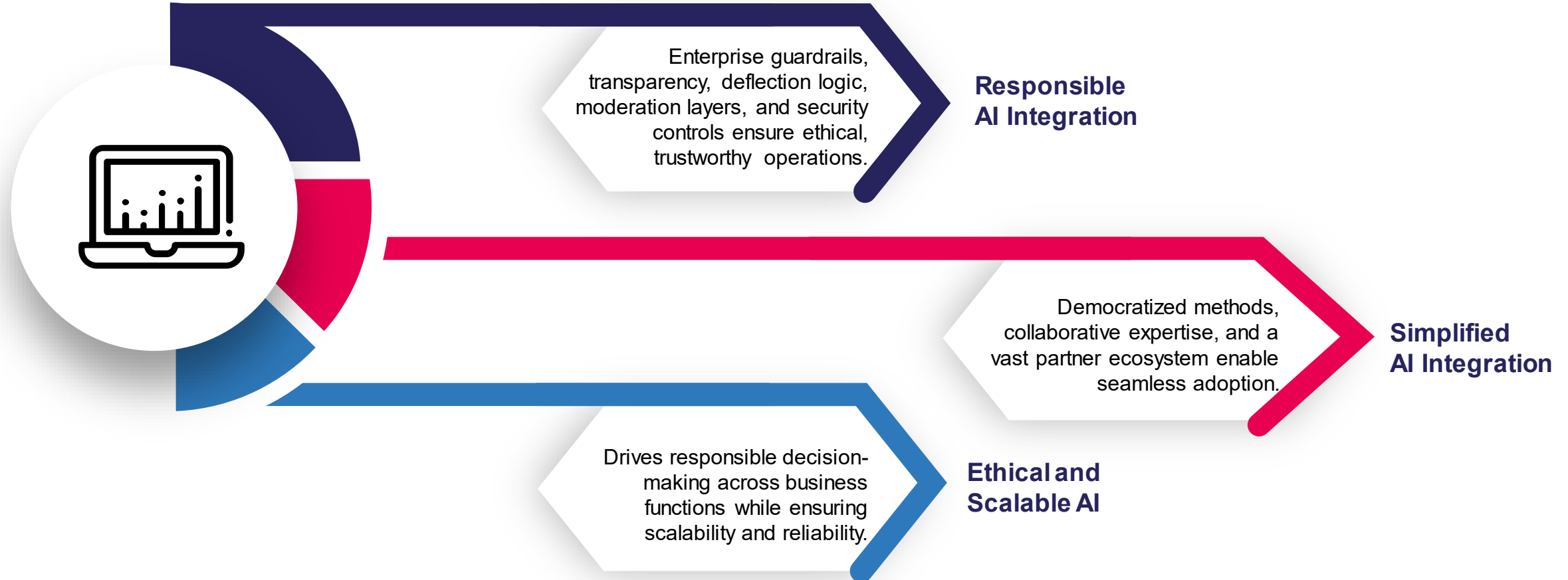# Operating Model Architecture: A Holistic End-to-End Execution Approach

Automation Assessment	Automation Delivery and Support

Process Assessment by Domain SMEs

BFSI	Life Science	Insurance
Loan Servicing	Provider Onboarding	Underwriting
Card Operations	3rd Party Audit	Billing & Collections
Risk and Compliance	Claim Processing	Legal

Digital Tool Recommendation by Digital Architect

- Workflow
- Orchestration
- RPA
- AI (OCR, VA)

Processes identified and prioritized
Process Analysis, opportunity assessment and solution strategy

Automation Delivery PODs (aka Outcome Squad)

- RPA POD
- WORKFLOW POD
- ORCHESTRATION POD
- AI POD
- PROCESS INTEL POD
- HYBRID POD

Run, Measure and Support

- Deployment
- Hypercare
- Handover to Customer
- Monitoring and Maintenance
- Change Management
- Prod Support (8x5, 16x5, 24x7)

Continuous process improvement through feedback and outcome measurement

Program Management, automation lifecycle controls, compliance audit, benefit tracking and reporting
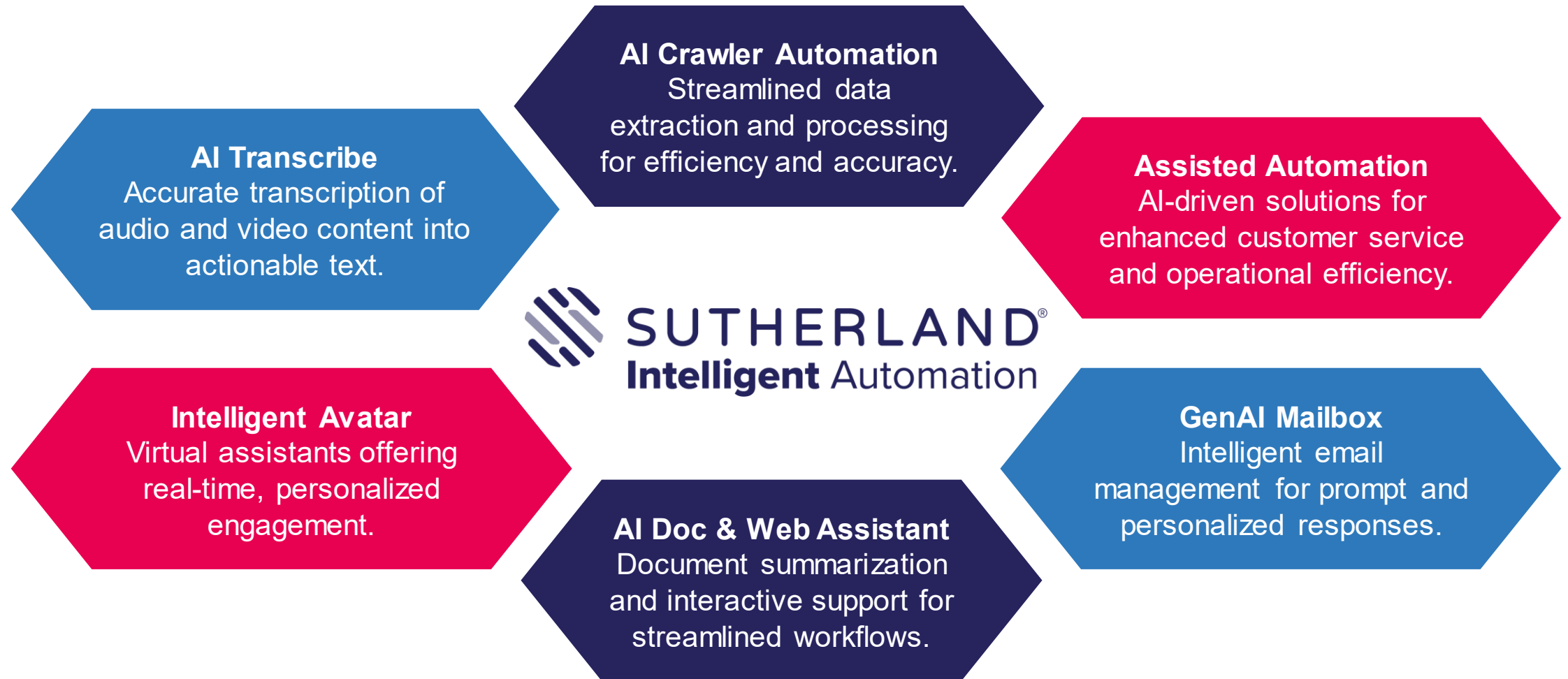
Success Criteria

Approved documentation (Process, Business Case, Design)	Successful UAT sign-off	Consistent SLA/KPI achievement	Adherence to maintenance SLAs	Continuous improvements

GenAI As a Service

Sutherland's Generative AI Framework utilizes **Large Language Models (LLMs)** to deliver intelligent, human-like responses to natural language queries.

Enterprise guardrails, transparency, deflection logic, moderation layers, and security controls ensure ethical, trustworthy operations.

Responsible AI Integration

Democratized methods, collaborative expertise, and a vast partner ecosystem enable seamless adoption.

Simplified AI Integration

Drives responsible decision-making across business functions while ensuring scalability and reliability.

Ethical and Scalable AI

So far, what we've developed for Gen AI…

AI Transcribe
Accurate transcription of audio and video content into actionable text.

AI Crawler Automation
Streamlined data extraction and processing for efficiency and accuracy.

Assisted Automation
AI-driven solutions for enhanced customer service and operational efficiency.

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Intelligent Automation

Intelligent Avatar
Virtual assistants offering real-time, personalized engagement.

AI Doc & Web Assistant
Document summarization and interactive support for streamlined workflows.

GenAI Mailbox
Intelligent email management for prompt and personalized responses.

AI / Gen AI Impact

- 50% reduction in operational costs through automation and AI-driven efficiencies.

- Over 200 AI-driven transformations successfully implemented, resulting in significant performance improvements.

- 80%+ customer satisfaction achieved by leveraging AI for customer service enhancements.

COLLABORATION
ORGANIZATION
EVANGELIZATION

Driving Scalable, Sustainable, and Cost-Effective Automation

Role of Sutherland Intelligent Automation's Centre of Excellence
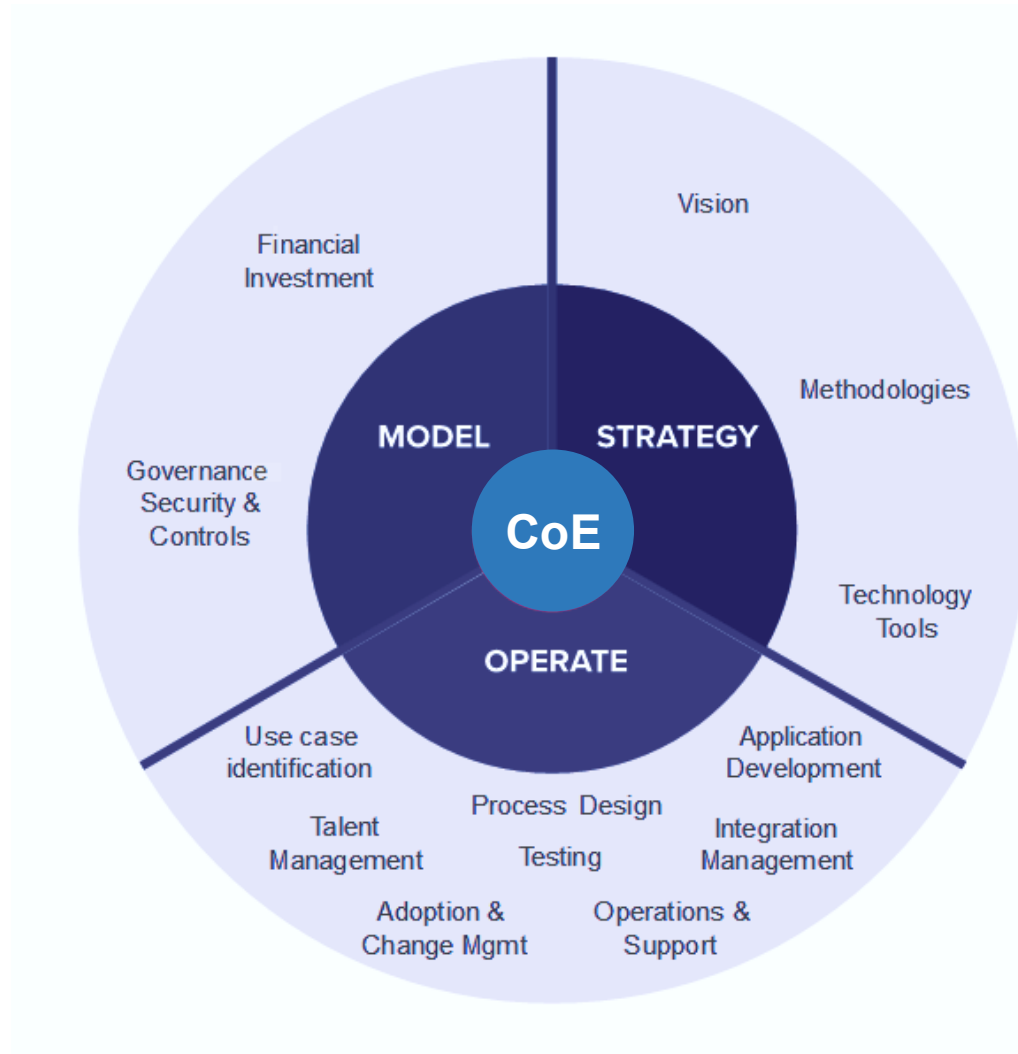
CoE Value Proposition

- ✓ Establishes leadership, governance, and best practices for RPA initiatives.
- ✓ Drives a consistent approach, methodology, and terminology across projects.
- ✓ Oversees the development, deployment, and ongoing support of RPA solutions.
- ✓ Develops and nurtures critical skills through structured learning programs and knowledge transfer.
- ✓ Reduces project and execution risks by providing standardized processes and governance.

Drivers for Establishing a CoE

- ✓ Leadership & Governance for RPA
- ✓ Application Development & Support
- ✓ Talent Development

Consulting Factory

- Tailored Solutions for each client, ensuring the business transformation is aligned with their goals.
- Over 500 successful transformations delivered with a focus on continuous improvement.
- 85%+ client retention rate with consistent improvements in process efficiencies.

RPA Operational Support **Framework**

Service Level	Key Team	Key Activities
Level 0	**Business Support (Client)**	▪ Subject Matter Expertise on automated business processes ▪ Manage rules for incident severity & priority ▪ Periodic reviews with Automation Controllers
Level 0	**Sutherland (Shared Services)**	▪ 24/7 support (low-cost model) ▪ UI Path Control Room operations ▪ Liaise with Business & IT for bot issues ▪ Conduct Incident Triage
Level 2 and 3	**Business Support (Client)**	▪ Incident & Change Management ▪ Code QA & Defect Fixes (post-warranty) ▪ Minor Enhancements (Effort < 1 day) ▪ Liaise with Levels 2 & 4 ▪ Assist with Change impacts
Level 2 and 3	**Technology Platform Support (Client)**	▪ Infra Support (VDI Management) ▪ Proactive Maintenance ▪ Liaise with platform & DB teams ▪ Provide visibility on IT changes affecting automation
Level 2 and 3	**IT Application Teams (Client)**	▪ Provide visibility of IT changes affecting automation-dependent applications ▪ Ensure startup files are updated ▪ Manage login/password & bot ID expiry alerts

Automation Command Centre

Automation Command Centre (ACC) Overview

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Intelligent Automation

Key Features of Automation Command Centre

Incident & Escalation Support
Efficient management of incidents, with fast-tracked escalation procedures.

Monthly Service Reviews
Regular check-ins to ensure alignment with business goals and process health.

24x7 Autonomic Monitoring
Round-the-clock monitoring ensures bots perform optimally with minimal downtime.

Diagnosis & Basic Troubleshooting
Proactive issue detection and resolution for seamless operations.

Enhanced Reporting
Advanced analytics and real-time reporting for transparency and decision-making.

Comprehensive Bot Management & Monitoring for Intelligent Automation Success

Key Operational Activities in **Automation Command Centre**

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Core Operational Activities

End-to-End Bot Support for Seamless Automation Deployment & Scalability

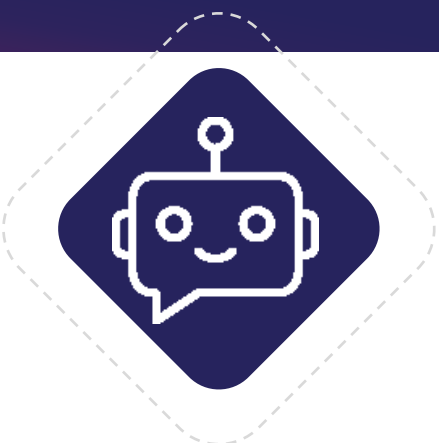| **Project Specs & Real-Time Monitoring**	**Trace Logs & Exception Management**	**Bot Queue Management & Access Control**	**Release & Scalability Management**	**Centralized User Management & Deployment**
Tailored to project needs with continuous bot performance oversight.	Full visibility for quick issue identification and resolution.	Streamlined queue management and secure access control.	Efficient release processes and scalable solutions for growing automation needs.	Simplified user role management and large-scale automation deployment.

Why Is Intelligent Automation Important?

Intelligent automation is crucial for modern businesses as it significantly enhances efficiency, reduces costs, and drives measurable outcomes.

By automating repetitive tasks and integrating advanced technologies like AI and RPA, it enables businesses to focus on strategic goals, improve decision-making, and deliver better customer experiences.

This transformative approach empowers organizations to stay competitive and adapt to evolving market demands.

500+
automations have been successfully implemented across different industries, showcasing versatile applications.

40%
reduction in operational costs achieved by enterprise clients post leveraging automation technologies.

60%
boost in business process efficiency achieved through major operational improvements.

99%
accuracy achieved through Intelligent Document Processing (IDP) solutions, automating document reviews and approvals for clients like Hagerty and Protective, while reducing manual efforts in claims processing by **85%** for Insurance clients.

30%
reduction in Average Handling Time (AHT) realized through the adoption of Gen AI powered case summaries.

15-20%
ROI attained within 12 months of implementing intelligent automation strategies for major clients.

SUTHERLAND

SURe
SUTERLAND UNIVERSITY OF ROBOTICS EDUCATION

SURE – DIGITALLY EMPOWERING SUTHERLANDERS FOR THE FUTURE

Mission: Equip Sutherlanders With Advanced Skills In Robotic Process Automation (RPA) To Lead The Future Of Automation.

Comprehensive Learning Tracks: Tailored For Every Stage Of Expertise.

SURE RPA EXPERT
Focus: Master Robility, complete 100 hours of OJT (On-the-Job Training).

ADVANCED RPA DEVELOPER
Focus: Build enterprise-level automation, including Citrix and server bots.

RPA DEVELOPER
Focus: Develop simple automations and desktop bots.

RPA ENTHUSIAST
Focus: Process Automation Fundamentals, Process Identification, and Introduction to Robility.

From Enthusiasts to Experts—Creating Automation Leaders!

SUTHERLAND Intelligent Automation

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SURE – Scaling Excellence in RPA

50K Sutherland Employees

40K RPA Enthusiasts

4k Certified RPA Developers

400 Advanced RPA Developers

100 SURE Engineers

SUTHERLAND Intelligent Automation

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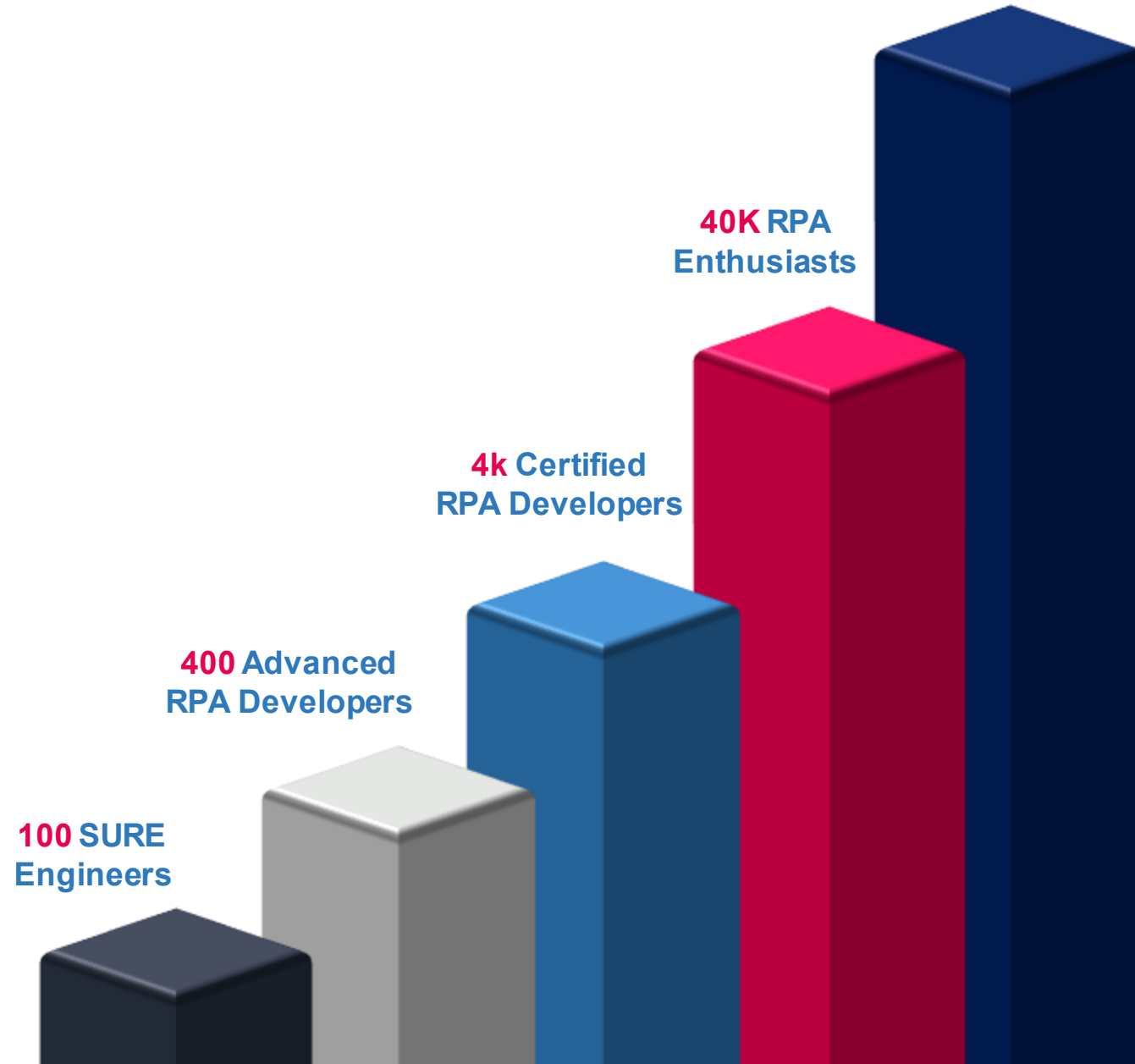
Why SURE?

- Builds a future-ready workforce.
- Strengthens internal automation capabilities.
- Positions Sutherland as an automation leader.

Intelligent Automation – Platform Agnostic

Sutherland Intelligent Automation - Platform Agnostic

SUTHERLAND®
Intelligent Automation

Broad Compatibility

Interoperates with ERP systems, APIs, and legacy systems.

Tailored Solutions
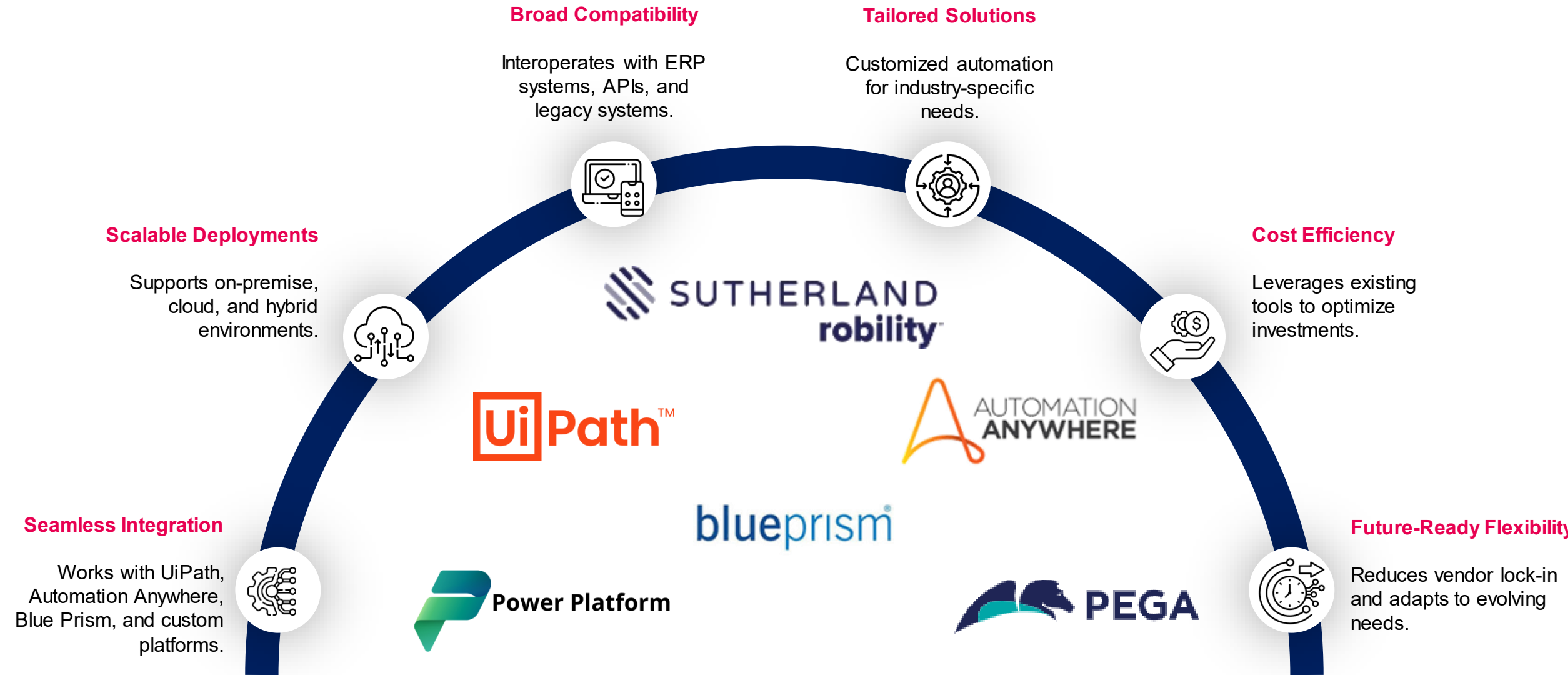
Customized automation for industry-specific needs.

Scalable Deployments

Supports on-premise, cloud, and hybrid environments.

Cost Efficiency

Leverages existing tools to optimize investments.

SUTHERLAND robility™

UiPath™

AUTOMATION ANYWHERE

blueprism®

Seamless Integration

Works with UiPath, Automation Anywhere, Blue Prism, and custom platforms.

Power Platform

PEGA

Future-Ready Flexibility

Reduces vendor lock-in and adapts to evolving needs.

Intelligent Automation – CoE of Platforms

UiPath CoE @ Sutherland

SUTHERLAND®
Intelligent Automation

UiPath™ Certified
Advanced RPA Developer

9+
Years Experience

50+
UiPath Engineers

47%
Advanced Certified

UiPath™ SUTHERLAND

2425
FTEs Automated

30+
Clients Services

1200+
Bots Deployed

63+
Projects Executed

UiPath™ Process Mining   UiPath™ Task Mining   UiPath™ Communications Mining   UiPath™ Task Capture   UiPath™ Document Understanding   UiPath™ Autopilot™

Automation Anywhere CoE @ Sutherland

7+
Years Experience

30+
AA Engineers

47%
Advanced Certified

AUTOMATION ANYWHERE — SUTHERLAND — AUTOMATION ANYWHERE ADVANCED RPA Robotic Process Automation

18+
Clients

900+
Bots Deployed

45+
Projects Executed

Power CoE @ Sutherland

SUTHERLAND®
Intelligent Automation

5+
Years Experience

35+
Power Engineers

25+
Clients

Power Platform **SUTHERLAND**

60+
PowerApps Flows

500+
Bots Deployed

80+
BI Dashboards

Power Automate Power Apps Power BI Power Pages Power Virtual Agents

Intelligent Automation – Commercial Models

Robility Accelerating Models

SUTHERLAND Intelligent Automation

Offshore Dev
Scalable Resources

Managed Services
24/7 Monitoring

Consulting
Fixed/Hourly Rates

POC Factory
Fixed Per POC

IPA Services
Pay-Per-Use/
Fixed Cost

Robility Products
Subscriptions/
Licensing

Centre of Excellence
Resource-based

Guided Bot Building
Fixed Session Fee

Citizen Development
Training Fees

Thank You!