



# INSURANCE REIMAGINED WITH **DIGITAL-FIRST OPERATIONS**

Revolutionize Your Insurance Operations and Unlock End-To-End Efficiencies and Cost Savings With Sutherland TPA-EDGE

## REVOLUTIONIZING INSURANCE TPA WITH FRESH PERSPECTIVES

From integration difficulty and narrow digital capability to limited product flexibility and below-par conversion rates, traditional TPAs are struggling to deliver on key business outcomes for insurers. But where they see challenge, we see opportunity.

Sutherland TPA-EDGE brings together best-of-breed solutions across sales, servicing, and claims. Fostering transparency, enhancing customer journeys, and optimizing claims processing, our AI and data-driven solutions guarantee unparalleled efficiency, satisfaction, and adaptability in the dynamic insurance landscape.

None Low Medium High

Service Provider type	Insurance Sales	Digital CX	Digital Operations	Modern Functional Core	Digital Engineering Talent
Pure Play BPO Players					
IT/BPO Players					
Pureplay TPA					
Sutherland TPA-EDGE					

## SUTHERLAND TPA-EDGE

We partner with you to drive efficiencies across the board and reduce leakage and fraud. With a modern functional core and end-to-end ecosystem, TPA-EDGE enables easy and rapid integration. Combining technology, talent, CX, and intelligence, TPA-EDGE delivers innovation and growth for carriers.

- Accelerate Growth.** Increase speed to market with 1000+ ready to use product templates out of the box and a team of 700+ licensed producers.
- Enable Transparent Operations.** Replacing legacy technologies, our platform provides insurers with real-time process visibility.
- Enhance the Overall Customer Journey.** From prospecting to policy-holder engagement, we enable informed decision-making and seamless onboarding.
- Deliver a Superior Claims Experience.** Expedite claims processing with accuracy, proactive communication, and support mechanisms.

## UNIQUE MARKET DIFFERENTIATION IN EVERY DIMENSION

### Modern Functional Core

A cloud-hosted, 100% Java based platform with 200+ APIs to ensure seamless integration and ecosystem expansion.

Our platform partnership with LIDP Titanium enables comprehensive functionalities across distribution, new business, U/W, admin, billing, commission, claims and payout. Implemented by 40+ L&A Insurers in the last 30 years and never faced litigation, LIDP is a testimonial to client success.

### Minimized Conversion Risks

Through our partnership with migration specialists CITS and our proprietary platform, TPA-EDGE boasts an unmatched 100% conversion success rate.

### Accelerating Growth and Policy Acquisition

With the largest sales operation for Life and Supplemental insurers, you can cut new product deployment time to 4 to 8 weeks and onboard agents in real-time.

### Digital-First Target Operating Model

TPA-EDGE combines proven assets and accelerators at scale in a highly integrated approach. Access the latest next-gen tech with our proprietary assets for hyper-automation, data ingestion, system unification, smart KM, and partnerships for smart BPM, ECM & CCM.

### End-to-End Efficiency

TPA-EDGE works end-to-end across people, processes, and platforms to reduce manual processes and reimagine customer experiences, improving cost savings, efficiencies, and time-to-market.

### Industry Expertise

A large US presence with deep TPA industry expertise and extensive best practices knowledge, you can trust that TPA-EDGE is designed with insurance carriers in mind, from compliance to governance.

## THE SUTHERLAND DIFFERENCE

15%+

Reduction in  
Claims Leakage

10%+

Average NPS Point  
Increase

20%+

Improvement  
in Suspense  
Reduction Rates

30%

Improvement  
in Close Rates

60s

or Less to Pre-  
Qualify Leads

Revolutionize Your Insurance Operations Today

Get in Touch

We make digital  
human™

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Sutherland is an experience-led digital transformation company.

Our mission is to deliver exceptionally designed and engineered experiences for customers and employees. For over 35 years, we have cared for our client's customers, delivering measurable results and accelerating growth. Our proprietary, AI-based products and platforms are built using robust IP and automation. We are a team of global professionals, operationally effective, culturally meshed, and committed to our clients and to one another.

We call it One Sutherland.

