



MAKE THE COMPLEX SIMPLE WITH SUTHERLAND **FINXELERATE**

Bring scale and accelerated efficiency to your core operations with flexible, modular solutions fit for the needs of fast-moving Fintechs.

STAY AGILE WITH TECH & OPS ALIGNED TO YOUR FINTECH LIFECYCLE

You've been leading a revolution, disrupting the banking and financial services (BFS) landscape. Now, faced with changing macroeconomic conditions, there's immense pressure to be more profitable and efficient. But how?

You're already trying to balance **changing regulations** with **data security requirements, growing customer expectations, and increased competition from all sides** a top a whole host of other challenges. Staying one step ahead means being able to adapt quickly while keeping the customer at the center of everything you do. And that depends on the right operating model, enabling growth at reduced cost while delivering a consistent customer experience.

SUTHERLAND FINXELERATE BRINGS RAPID, SUPERCHARGED PERFORMANCE TO WHERE IT MATTERS MOST

- / **Scaled Operations.** Incubate playbooks for setting up and scaling operations. Design, standardize, and harmonize processes. Build a global right-shoring model powered by AI, machine learning, and intelligent automation.
- / **Flexibility and Speed.** Ramp up staffing capacity and flexibility. Get skilled domain experts from our centers of excellence. Enjoy flexible commercial models and terms.
- / **Enhanced CX.** Access a modular omnichannel CX platform with built-in AI tools. Deliver high-touch CX support with advanced reporting. Access customer and journey analytics with sentiment and social media metrics.
- / **Better Compliance.** Best-in-class risk and compliance management, partnerships, and regulatory reporting.
- / **Digital Acceleration.** Digital accelerators with easy integrations. End-to-end digital engineering services. Revenue generation through joint go-to-market partnership and programs.

We bring a host of solutions – powered by enabling tech – to help Fintechs operate effectively and scale quickly and easily. And our experience design labs allow you to reinvent your processes to support growth.

WE SERVE FINTECHS FOR THE IMPACT WE CAN MAKE

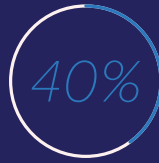
Just a few of the results we've been able to help clients achieve:



Revenue & Growth
Revenue uplift from customer journey mapping and analytics



CX & Retention
CSAT uplift through speech analytics



Costs
TCO reduction from end-to-end transformation



Scale & Flexibility
Set up rightshore delivery model rapidly



Compliance
Better compliance from data masking, employee and app monitoring



Broad Expertise. Sutherland delivers transformational solutions for dozens of Fintech and banking clients – from shared services to digital engineering.



CX Transformation Excellence. Sutherland Labs combines research, design, and process innovation to reinvent the financial services front and back office.



Unrivaled Know-How. Sutherland has the industry expertise needed to create scalable solutions for every stage of the Fintech journey.



Global Knowledge, Local Delivery. Sutherland supplies cost-effective services from nearby, with regional centers worldwide.



Startup Mentality. Sutherland is structured to work like you do – enabling quick, efficient, seamless collaboration.



Unmatched Convenience. Sutherland offers a full package of proprietary platforms, partner technology, and digital expertise.

WHY SUTHERLAND FOR FINTECH?

The Sutherland Difference allows us to deliver scaled operations at every stage of your Fintech journey – from incubation to unicorn. Match your requirements with our modular suite of services. Our offerings integrate seamlessly with your cutting-edge solutions, so there's no need to rip and replace.

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.

