



CLOSING THE ERP VALUE GAP

To Enable AI-Ready Operations

A visual guide to recognize the symptoms, remediate the root causes and operationalize continuous improvement.



1 RECOGNIZE THE SYMPTOMS

Why ERP Systems Underperform

ERP should be the foundation for AI-enabled operations. When it does not integrate and flow across business functions, four connected challenge areas begin to erode value.



Together, these connected challenges create the ERP value gap.

2 UNDERSTAND THE BUSINESS IMPACT

The Impact Extends Far Beyond ERP Performance

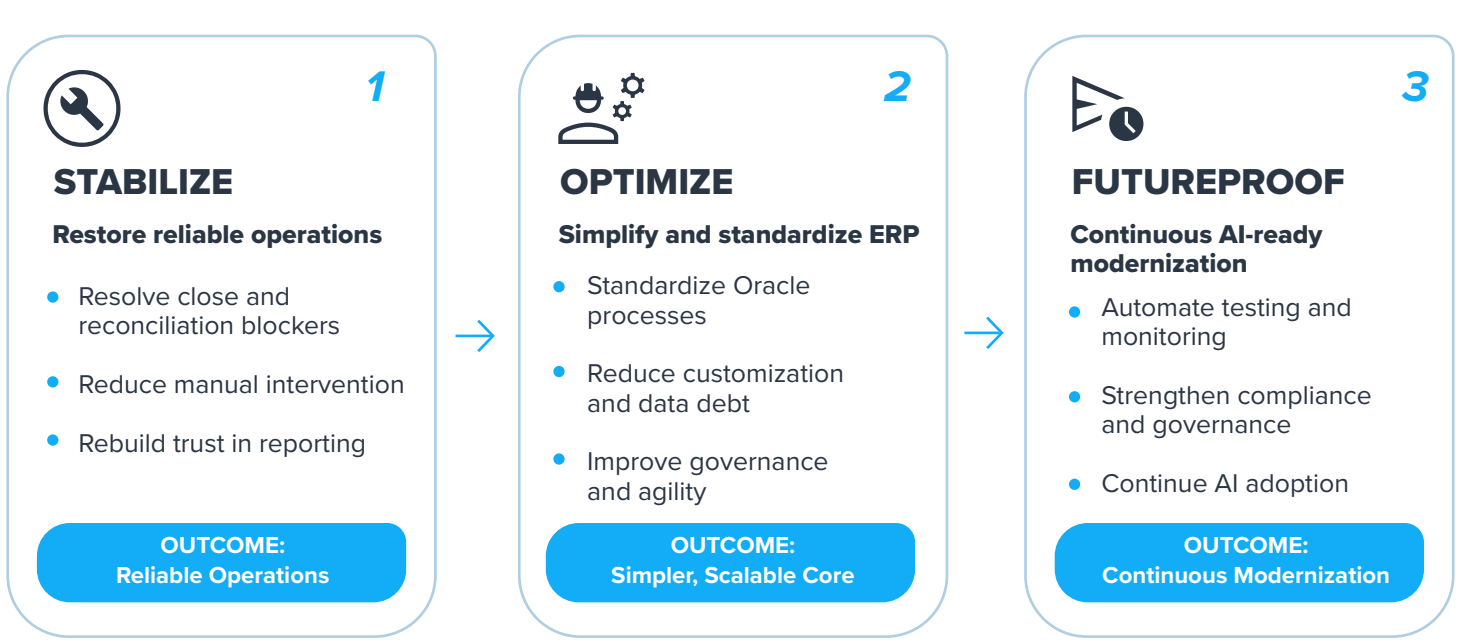


“AI adoption without a stable ERP foundation will not scale.”

3 REMEDIATE THE ROOT CAUSES

Define a Strategic Reset

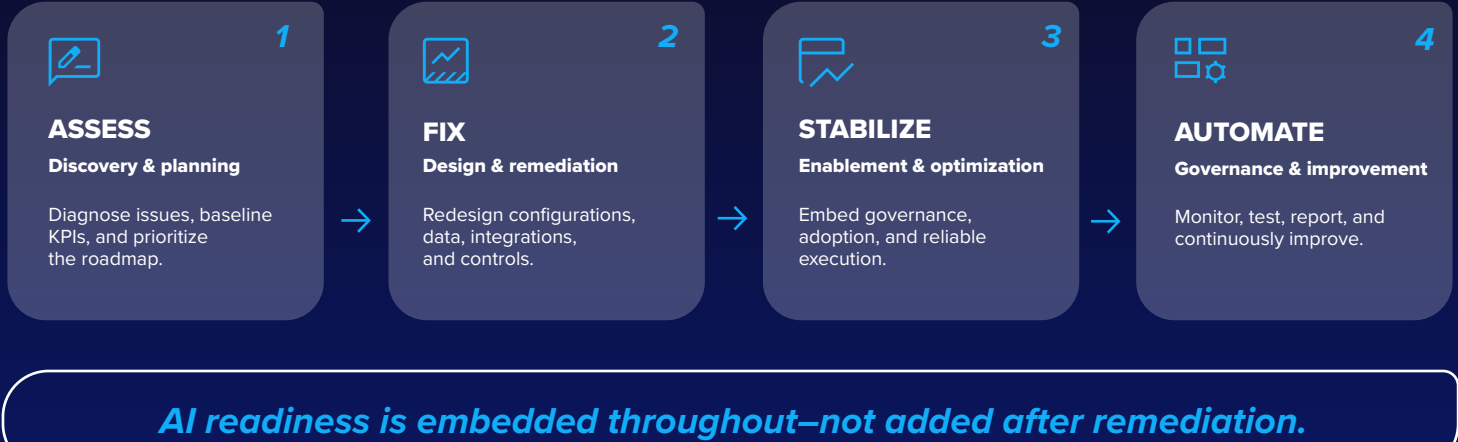
Remediation and AI strategy must be addressed together. Set out the three strategic priorities:



4 OPERATIONALIZE REMEDIATION

Close the Value Gap with Sutherland's AFSA Methodology

This enables speed without sacrificing control.



AI readiness is embedded throughout—not added after remediation.

5 PROVEN OUTCOMES

Selected Client Results

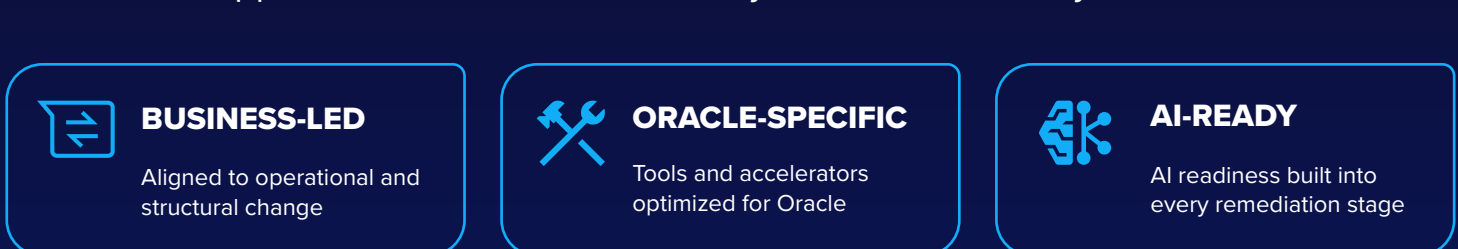
Selected outcomes from Sutherland's ERP remediation work.



WHY SUTHERLAND

From Operational Constraint to AI-Ready, Scalable Foundation

Most partners will fix ERP or help build an AI strategy. Sutherland's approach does both - deliberately and simultaneously.



Ready to close the ERP value gap?

Explore the full PoV for the complete strategic reset, AFSA methodology and real-world examples.

[READ THE FULL POV](#)

Sutherland is an AI-driven business transformation partner to enterprises, including several Fortune 500 clients. We design, run, and automate business operations at scale, helping clients improve efficiency, strengthen customer experiences, and deliver measurable outcomes.

Most companies either build AI-led capabilities or run operations. Sutherland does both. We run complex, mission-critical processes while engineering the AI-led solutions that sit within them. This closed loop helps clients move beyond AI pilots to reliable, governed outcomes that improve and scale over time.

With deep operational expertise, advanced products, platforms, and engineering, we help clients modernize operations and build future-ready businesses.