

Connected AI Operations in Manufacturing

Bolt AI onto a fragmented operation, and fragmentation simply moves faster.



Manufacturers have already invested heavily in technology: ERP, MES, CRM, supply-chain platforms, and automation. Most of it is deployed. Much of it is live. But it still does not work as one. The constraint is rarely the absence of technology. It is how work has been designed across it.

Where Fragmentation Costs the Manufacturer

01 Warranty and Ownership

A claim crosses several owners and data models, creating repeat contacts, delayed adjudication, and avoidable warranty cost.

02 Plant and Service

What the plant knew about a build does not reach the dealer or service agent, slowing diagnosis, and weakening first-time resolution.

03 Demand Parts and Field Data

Information is reconciled after the fact, leading to stock imbalance, service delays and avoidable downtime.

The Same Operation With Two Different Designs

AS BUILT

Plant > Supply Chain > Dealer > Warranty > Service > Customer
Re-key • Chase • Reconcile • Re-explain • Repeat

REDESIGNED

Signal > Predict > Orchestrate > Adjudicate > Resolve > Learn
One connected case history. Zero blind handoffs. Field intelligence loops back to the line.

Design the Roles Deliberately

AI Leads the Process

Where speed, scale and prediction determine the outcome: triage, monitoring, forecasting, and pattern detection.

People Remain in the Loop

Where judgment, empathy and accountability matter most: exceptions, trade-offs, safety, compliance, and customer recovery.

A connected workflow moves people away from clerical routine and raises the premium on judgment and manufacturing expertise.

Why Sutherland

Operations-led transformation delivered through BPO and BPaaS with AI embedded. Sutherland combines four decades of operating complex customer and back-office processes with manufacturing workflow redesign, digital engineering, and embedded AI. We connect and operate the work across dealer support, warranty, recalls, parts, field service, and customer care, and remain accountable for cycle time, cost, resolution and experience.

Faster Flow

Fewer manual handoffs, less rework, and shorter claim-to-resolution cycles

One Answer

One case history across dealer, technician, and customer

Lower Cost

Reduced warranty leakage and better first-visit fix

Closed Loop

Field and warranty insight fed into quality, planning, and product decisions

Delivering Outcomes

A Leading Semiconductor Manufacturer	Fortune 500 Automotive Manufacturer	Cummins	Aleris Corporation
30% Report Digitization, improving operational efficiency, and visibility	\$8M+ Savings annually from OCI migration	58% Reduction in IT support costs	100% On-time delivery
30% Improvement in employee experience through first-time-right resolution	~\$100K Recovered in billing discrepancies via FinOps	\$6M In annual cost savings	75% Reduction in deployment time
20+ Process enhancements and ERP optimization recommendations implemented	20% Saved on cloud storage costs		65% Reduction in Total Cost of Ownership (TCO)

For women leading manufacturing operations, technology, supply chain, and customer experience, the opportunity is to shape how intelligent work is designed, governed and led, not simply to deploy more AI.

You cannot automate your way out of a workflow that was never designed end to end.

Meet Sutherland at WIM Summit 2026 | Caesars Forum, Las Vegas | Sponsor of the WiM Breakfast Meet

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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.

