



Sutherland's Education Operations Capabilities

One Partner. Every Corner of Education.

Who Are We?

For 38+ years, Sutherland has partnered with global enterprises to deliver outcomes that scale. We combine human insight with AI-powered intelligence to transform operations into measurable business results.

Our education-focused capabilities span Digital CX (student and family support), Digital Operations (financial aid and back-office), Digital Applications (ERP/SIS/LMS support), and Digital Foundation (cloud, data, and AI security). Together, these help institutions modernize operations, improve the student experience, and reduce cost-to-serve — at speed and at scale, in an environment where compliance and trust are non-negotiable.

Sutherland's Integrated Approach: Simplifying the Education Journey

40K+

Experts across domains and technologies

144

Countries operational

50%

Fortune 500 firms served

70+

Delivery offices worldwide

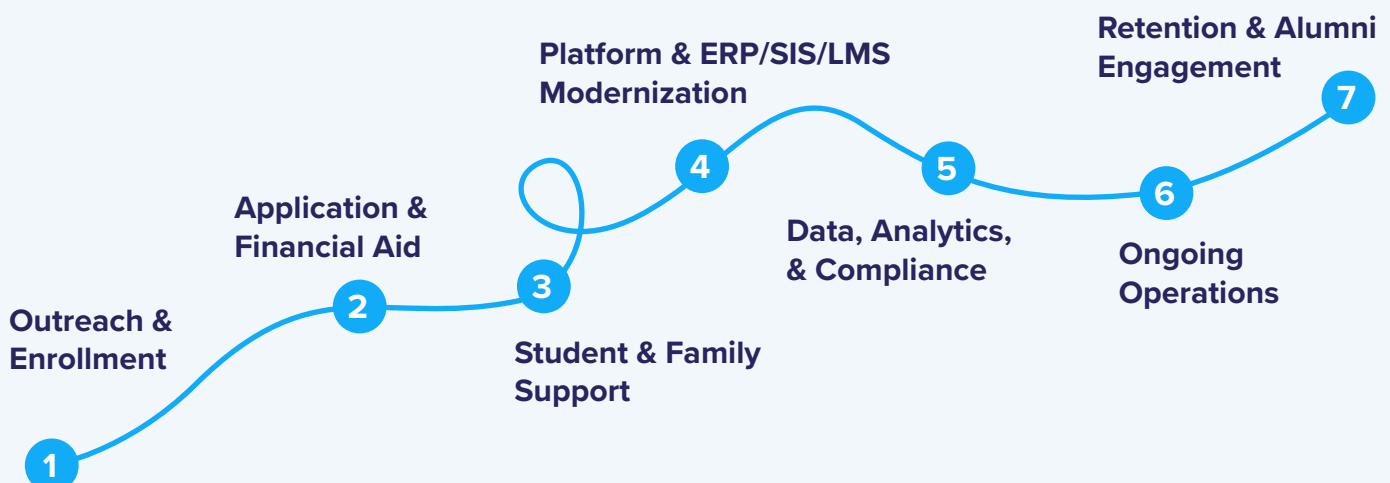
200+

Clients across industries

363

Unique inventions under several patents

Streamlining the student and institutional journey with data-driven orchestration and AI



Stage 1: OUTREACH & ENROLLMENT

Reaching every student and family, in every language

Multilingual outreach campaigns » Awareness-building for underserved communities » Digital-first engagement

Key deliverables: Outreach campaign plans, multilingual content, community engagement reports

Stage 2: APPLICATION & FINANCIAL AID PROCESSING

Turning paperwork into a decision families can act on

Omnichannel application support » AI-assisted document verification with human review » Reimbursement and disbursement processing

Key deliverables: Application support playbooks, verification workflows, disbursement tracking dashboards

Stage 3: STUDENT & FAMILY SUPPORT

Answering every question, in every language, every time

24/7 omnichannel support (voice, chat, SMS, email) » FERPA-certified education advocates » Elastic capacity for seasonal peaks

Key deliverables: CX operating model, staffing plans, QA scorecards

Stage 4: PLATFORM & ERP / SIS / LMS MODERNIZATION

Extending the technology institutions already run — not replacing it

Tier 1–3 application support » ERP/SIS/LMS management » Cloud migration and infrastructure support

Key deliverables: Integration roadmaps, application support SLAs, modernization plans

Stage 5: DATA, ANALYTICS, & COMPLIANCE

Turning information into decisions institutions can act on

Real-time dashboards » Funder and compliance reporting » Data governance

Key deliverables: Analytics dashboards, compliance reports, data governance frameworks

Stage 6: ONGOING OPERATIONS & SUPPORT

Keeping day-to-day operations running smoothly at scale

24/7 helpdesk operations » Continuous QA and agent coaching » Seasonal surge staffing

Key deliverables: Operating cadences, QA reports, surge staffing plans

Stage 7: RETENTION & ALUMNI ENGAGEMENT

Staying connected well beyond graduation

Renewal and retention outreach » Alumni engagement programs » Ongoing satisfaction tracking

Key deliverables: Retention playbooks, renewal campaigns, alumni engagement programs

78%

First Contact Resolution

4x

Faster time-to-market (Leading K12 Edtech Platform)

99%

Optimal data governance (Leading K12 Edtech Platform)

\$2B+

Scholarship payments managed with zero compliance failures (Leading Scholarship Organization)

Contact us to talk through student support, financial aid operations, or ERP / SIS / LMS modernization for your institution.



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.

