



# Sutherland Education: **Driving Outcomes**

**Our Success Stories  
and Use Cases**

## 1: Scaling Scholarship Operations

A leading education scholarship and student support organization · Public Sector & Education

*Our client is the largest 501(c)(3) scholarship delivery organization in the U.S., serving 500,000+ students across 18 states. When legislative changes drove exponential growth in scholarship demand, Sutherland became the sole delivery partner across applications, reimbursements, and contact center operations — voice, chat, and email, staffed by FERPA-certified education advocates.*

**\$2B+ scholarship payments managed · 500K+ families · 18 states · 29,000 peak weekly reimbursements · Zero compliance failures**

## 2: Modernizing Edtech Data Infrastructure

A leading K-12 online education provider · Data & Cloud

*Our client supports 2 million students through online and hands-on curricula, but their finance team relied on manual, Excel-based reporting that couldn't keep pace with the organization's growth. Sutherland designed and implemented a data warehouse modernization using Snowflake, DBT, and AWS — replacing siloed spreadsheets with self-service dashboards across 10+ geographic locations.*

**4x faster time-to-market · 99% optimal data governance · 10+ locations on a unified platform**

## 3: Ellucian — Building an Ecosystem Partnership

Higher Education · CX / UX / Engineering Services · Partnership in progress

*Ellucian is one of the largest higher-education ERP / SIS providers, with Banner and Colleague deployed across thousands of institutions. Sutherland today delivers CX, UX, and engineering services for a portion of Ellucian's customer base, and is an ecosystem partner.*

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.



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