Sutherland Global Services Transforming Customer Management Services Through Analytics

**Vendor Assessment
Report Abstract**

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8 pages

Who Is This Vendor Assessment For?

NelsonHall's Transforming Customer Management Services (CMS) Through Analytics profile on Sutherland is a comprehensive assessment of Sutherland's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS and identifying vendor suitability for CMS RFPs

- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

In 2015, Sutherland acquired Nuevora, a San-Ramon, CA big data analytics and app developer company offering Analytics-as-a-Service on a platform, with a second office in Hyderabad and a total of ~40 employees.

Sutherland offers analytics in customer management services in:

- Data management

- Reporting

- Predictive and prescriptive analytics

- Analysis

- Market research.

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's CMS analytics offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments

- Analysis of the company's strengths, weaknesses, and outlook

- Revenue estimates

- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts

- Analysis of the company's offerings and key service components

- Analysis of the company's delivery organization including the location of delivery locations.

Contents

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CMS Analytics Vendor Assessments also available for:

Concentrix, CSS Corp, HGS, Firstsource, Intelenet, Minacs, Pivotal Analytics, WNS, Xerox Services.