



Sutherland Order to Cash

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's F&A outsourcing profile on Sutherland is a comprehensive assessment of Sutherland's O2C outsourcing offerings for organizations and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of O2C outsourcing services and identifying vendor suitability for O2C outsourcing services 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

This NelsonHall vendor assessment analyzes Sutherland's offerings and capabilities in O2C outsourcing services. Sutherland is one of a number of O2C outsourcing service companies analyzed in NelsonHall's comprehensive industry analysis programs.

Sutherland is a relatively recent entrant into the O2C and F&A BPO market, initially forming a BPO partnership in 2008 with airline revenue accounting software provider, Mercator in the U.A.E. and growing its O2C client base in the airline sector. Its O2C services span the entire O2C cycle.

In 2010, Sutherland acquired an FAO delivery center from Convergys adding to its onshore delivery capability in Tulsa, U.S. In the same year it acquired Adventity, an Indian servicing the banking, airline and travel sectors.

Sutherland has seen rapid growth of its F&A BPO business in the past four years and can point to a healthy roster of O2C clients that it serves in multiple geographies.

The majority of Sutherland's clients purchase their O2C services on a standalone basis.

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's O2C outsourcing offerings, capabilities and market and financial strengths including:

- Analysis of the company's offerings and key service components
- 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 delivery organization including the location of delivery locations



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Report Length

7 pages

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F&A Outsourcing Vendor Assessments:

Accenture, Capgemini, EXL Service, Firstsource, Genpact, IBM, Steria, WNS, Xerox