



Sutherland FinTech Services in Banking BPS

Vendor Abstract
Report Summary

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9 pages





Who Is This Vendor Assessment For?

NelsonHall's retail banking BPS vendor assessment for Sutherland is a comprehensive assessment of Sutherland's FinTech offerings and capabilities for the banking industry designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of FinTech services and identifying vendor suitability for banking industry (consumer banking, commercial banking, and capital markets) FinTech 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 assessment analyzes Sutherland's offerings and capabilities in FinTech services for the banking industry. Sutherland is one of a number of banking services vendors analyzed in NelsonHall's comprehensive industry analysis programs.

Sutherland Global Services (Sutherland) is a privately held firm headquartered in Rochester, New York. The company provides BPS and technology-enabled services focused on customer management. Across all industries, it employs ~38k globally and delivers services from 60 delivery centers in nineteen countries.

In 2012, Sutherland began developing a FinTech services strategy with the consulting services of a board advisor who had worked at GE Capital. The intention was to utilize existing delivery capabilities, which had been developed working in an omnichannel environment since 2004 with a large U.S. based banking client and a multinational online payment client. It would then layer on top of those capabilities a design thinking model which would allow Sutherland to enable banking clients to make their customer management more effective.

In 2015, Sutherland's first FinTech engagement was initiated for a bank, to deliver a loan scoring platform providing analytics, RPA, and OCR technology to enhance the loan scoring capabilities of the system.

Sutherland's banking business unit is responsible for FinTech services, in order to develop domain-specific capabilities for the FS industry. The overall banking business unit has ~3.3k employees, and a client base in the U.S., LATAM, APAC, MEA, and Europe. NelsonHall estimates that Sutherland generates ~\$60m in annual revenues from its banking industry clients.

Contents

1.	Background	
2.	Revenue Summary	
3.	Key Offerings	
4.	Delivery Capabilities & Partnerships	
5.	Target Markets	
6.	Strategic Direction	
7.	Strengths & Challenges	
	7.1 Strengths	
	7.2 Challenges	
8.	Outlook	

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's FinTech services for banking offerings, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphases 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.

Report Length

9 pages

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FinTech services for the Banking Industry Vendor Assessments Also Available for:

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