



Sutherland Property and Casualty BPS

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Property and casualty BPS profile on Sutherland is a comprehensive assessment of Sutherland's offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Property and casualty BPS services and identifying vendor suitability for Property and casualty BPS 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 the property and casualty BPS sector.

Sutherland is one of a number of BPS vendors analyzed in this comprehensive industry analysis.

Sutherland Global Services (Sutherland) is a privately held vendor founded in 1986, which is active in both horizontal and industry-specific BPS services. Its sector coverage includes BFSI, government, healthcare, technology, travel, retail, and telecoms. Insurance BPS, part of the BFSI business segment, has been an active business for Sutherland for around 12 years. Its first client was a top 10 P&C insurer which initially wanted to outsource certain voice based services for new business and customer acquisition. FTEs were rebadged to Sutherland through this contract and this is how Sutherland became active in the P&C BPS space. Throughout these 12 years, Sutherland has invested in its P&C capabilities, in front and back-office, reaching a total of 1k FTEs. Sutherland has licensed agents in all U.S. states

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's property and casualty BPS 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.



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8. Outlook

Report Length

8 pages

Property and casualty BPS Vendor Assessments also available for:

WNS, CSC, Sutherland, Genpact, Accenture, Cognizant, EXL, Mphasis, TCS