



Sutherland Global Services Transforming Property & Casualty BPS with Touchless Processing

**Vendor Assessment
Report Abstract**

January 2020

**by Sven Lohse
Principal Analyst
NelsonHall**

7 pages





Who Is This Vendor Assessment For?

NelsonHall's comprehensive assessment of Sutherland Global Services' (Sutherland) property and casualty (P&C) business process service (BPS) offerings and capabilities is designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of capital market process outsourcing and identifying vendor suitability for Digital Banking 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

Sutherland began serving P&C BPS clients in 2005. Initially it supported the agency network for a very large diversified U.S. carrier. Later its services for that carrier broadened. Since then Sutherland's P&C BPS activities have diversified across carriers in the U.S., in the U.K., and elsewhere. Now Sutherland serves several of the top 25 P&C carriers and multiple mid-tier carriers. Capabilities have expanded across policy acquisition and claims management functions for PL and CL business lines and into the Lloyd's of London market.

Sutherland serves P&C BPS clients in PL, CL, and in the Lloyd's of London markets. Sutherland's deepest P&C BPS competency continues to be support for front-office functions; the company's licensed agents serve multiple carriers. In the U.S., many of Sutherland's licensed agents operate out of a CoE in Chesapeake, MD. Other licensed agents are located in India. These agents enable carrier clients to use Sutherland as a direct channel to brokers and/or customers. In addition, Sutherland has recently begun offering P&C actuarial services (with personnel based in India).

Sutherland's foremost strategy is to serve clients as a sales channel that enables client carriers to expand quickly into new markets by leveraging:

- Licensed P&C agents based in Sutherland's CoEs
- Digital front-office IT capabilities that Sutherland has been developing for the last five years. These digital capabilities include RPA, Analytics AI, UX/CX Design Labs in the U.S. and U.K., and in Sutherland's CloudLABS in San Francisco (CA).

Scope of the Report

The report comprehensively analyzes the company's P&C BPS practice:

- Strategy, emphases, and new developments
- Strengths, weaknesses and outlook
- Target market
- Offerings and associated technology capabilities
- Delivery organization, including locations and partnerships
- Breakouts of P&C BPS specific revenue and delivery resources.

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Report Author

Sven Lohse

sven.lohse@nelson-hall.com

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