

Healthcare Payer Operations Transformation

Sutherland

Report Abstract

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Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is this Vendor Assessment for?

NelsonHall's Healthcare Payer Operations Transformation profile on Sutherland is a comprehensive assessment of Sutherland's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Sutherland and identifying vendor suitability for Healthcare Payer Operations Transformation RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the Healthcare Payer Operations Transformation sector.

Key Findings & Highlights

Sutherland Global Services (Sutherland) is a privately held business transformation provider of BPO and technology management services with ~38k employees globally. It provides services across various industries: BFSI, communications, energy & utilities, media & entertainment, healthcare, mortgage services, retail & CPG, technology travel, transportation, hospitality, and logistics. Over the past decade, Sutherland has evolved from a convention BPO provider into a company focused on experience-led digital transformation. The firm has shifted from optimizing and managing business processes to a more strategic role to automate, augment, and analyze operations, fostering industry relationships rather than traditional vendor-client interactions.

Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's Healthcare Payer Operations Transformation offerings, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, challenges, 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 centers.

Healthcare Payer Operations Transformation Vendor Assessments also available for:

Cognizant

Concentrix

Conduent

DXC Technology

Eviden

Exela Technologies

Firstsource

Genpact

Infosys BPM

Mphasis

Wipro

WNS.

About The Author

Bilal is a Principal Analyst with global responsibility for NelsonHall's Healthcare & Insurance BPS research program.

Bilal joined NelsonHall from PwC in June 2023, and has worked in various consulting roles assisting Fortune 100 clients since 2015. His projects have included aggressive cost-saving initiatives, digital transformation, and BPO delivery in the healthcare and insurance space.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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