



Sutherland Transforming Mortgage and Loan Services

Vendor Assessment
Report Abstract

June 2022

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10 pages





Who Is This Vendor Assessment For?

NelsonHall's 'Transforming Mortgage & Loan Services' Vendor Assessment for Sutherland is a comprehensive assessment of Sutherland's lending industry digital services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of M&L processes and identifying vendor suitability for M&L 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 Global Services is a digital transformation and BPS company focused on customer and employee experience-focused services. Sutherland entered the mortgage BPS business in 2010 with the acquisition of Adventity, a vendor of BPS/KPO to financial institutions and airlines. Adventity was established in 2003 and had operations in:

- The U.S.
- India
- UAE.

Adventity provided mortgage BPS services to its financial institution clients; these services were focused on mortgage sub-processes in managing data for the loans. Over time, Sutherland expanded the range of processes to the entire range of mortgage processes, excluding sales and default management processes.

Sutherland has built its big data capabilities to expand its offerings to M&L clients. In 2016 it acquired Nuevora, a big data analytics, and applications vendor. The acquisition allowed Sutherland to help clients convert data into predictive and prescriptive insights. In the past two years, Sutherland has expanded and deepened three key areas:

- Lending to High Net Worth clients: Interaction with these clients must be precise and supportive. Sutherland supports clients in their customer interaction efforts for M&L services
- Mortgage insurance: providing support for the digital transformation of these highly manual processes
- Default management: Sutherland is building capabilities in this area to support an anticipated industry-wide increase in these activities as interest rates increase.

Scope of the Report

The report provides a comprehensive and objective analysis of M&L services 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.

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Report Length

10 pages

M&L Services Vendor Assessments Also Available for:

Capgemini
Capita
Coforge
Cognizant
DXC
EXL
Firstsource
FIS
Happiest Minds
Infosys
Mindtree
Mphasis
Sopra Steria
Sutherland
TCS
Tech Mahindra
Wipro
WNS