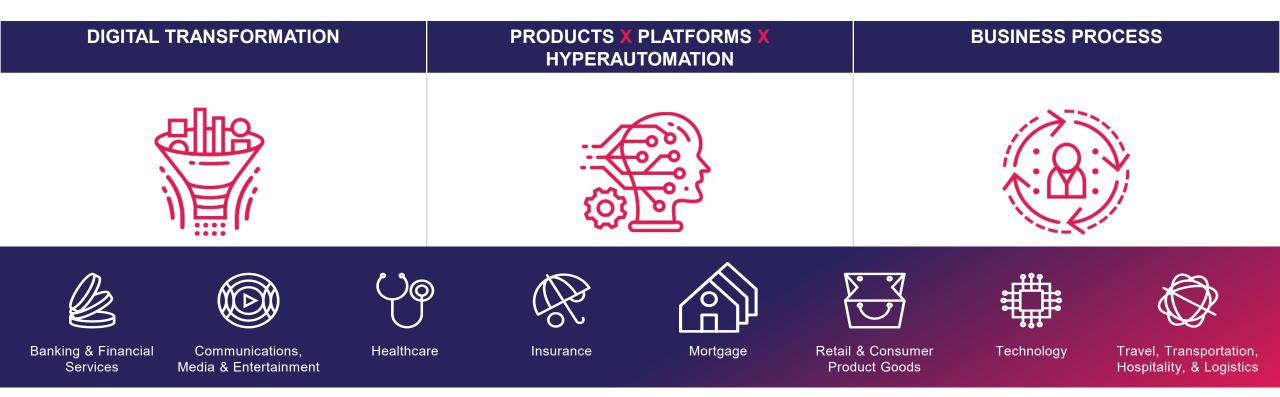


## Operating out of 61 global centers and with over 40,000 people we are an experience-led digital transformation company with over 35+ years of experience



Delivering tangible and measurable business outcomes.



## We work with companies who care deeply about their processes & customers' experiences





















































## **Sutherland Travel Vertical**

Airline, Hospitality, Cruise, Online Travel, Logistics, Shared Economy

**35+** Clients

**11** Countries

~ **6,000** Employees

**70%**Embedded Platforms
/ Automation / Al /
Analytics

**72 NPS** 



## **Sutherland's Airline Offering Landscape**

	Offer	Order	Settle	Deliver			
Process Design	Customer Journey Optimization, Digital Strategy Consulting, Content Management, Social Content Moderation						
Customer Interaction	Omnichannel Sales, Care & Reservations, Refunds & Reissues, Loyalty Management Disruptions Management, Social Media Monitoring				People	Process	Products
Offer and Order Management	Fare Filing, Revenue Integrity, Competitive Benchmarking, BIDT Audit						
Finance & Accounting	altra Suite Revenue Accounting, Sales Audit, Cost Management. Payment Management  F&A Services ERP Implementations Accounts Payable, Financial Planning and Analysis, Customer to Cash,  Controls & Compliance Internal Audit, SOX Compliance, Tax Filings,						
Digital Engineering	Product Development, Product Support, CRM Optimization						
Analytics	Channel Analytics, Interaction Analytics , Finance Analytics						



