



Sutherland Overview ACH 2023



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

DIGITAL TRANSFORMATION	PRODUCTS X PLATFORMS X HYPERAUTOMATION	BUSINESS PROCESS
------------------------	--	------------------



 Banking & Financial Services	 Communications, Media & Entertainment	 Healthcare	 Insurance	 Mortgage	 Retail & Consumer Product Goods	 Technology	 Travel, Transportation, Hospitality, & Logistics
---	--	---	--	---	--	---	---

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 / AI /
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				People	Process	Products
Customer Interaction	Omnichannel Sales, Care & Reservations, Refunds & Reissues, Loyalty Management Disruptions Management, Social Media Monitoring						
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						



Thank You!



SUTHERLAND®