



# Sutherland Global Services CMS in the Retail Industry Sector

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's customer management services (CMS) in the Retail Industry Sector profile on Sutherland Global Services (Sutherland) is a comprehensive assessment of Sutherland's CMS offerings for retailers and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of CMS and identifying vendor suitability for CMS 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 privately-held firm headquartered in Rochester, New York.

Its CMS offerings for retailers include customer experience, multichannel, revenue generation, services and retail infrastructure.

Sutherland is growing its international footprint by primarily targeting retailers for its CMS services by leveraging its consulting services.

## Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's CMS offerings for retailers, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis 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 geography of delivery locations.



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## Report Length

15 pages

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