

Sutherland Global Services

Healthcare Provider BPO

Vendor Assessment
Report Abstract

June 2013

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11 pages





Who Is This Vendor Assessment For?

NelsonHall's Healthcare Provider BPO Vendor Assessment for Sutherland Global Services is a comprehensive assessment of Sutherland's BPO offerings for hospitals and physician groups designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of healthcare provider services and identifying vendor suitability for RFPs for revenue cycle management, practice management and other services
- 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 global provider of BPO and technology management services. Healthcare is the newest vertical practice of the eight industries targeted by Sutherland, started mid-2012 and augmented by the December 2012 acquisition of Apollo Health Street. At present, Sutherland has ~4.5k personnel supporting its healthcare practice.

Sutherland's services are technology enabled, supported by several proprietary applications to streamline workflow that integrates with client systems. Its services include revenue cycle management, patient customer care and patient engagement services.

Sutherland approaches the healthcare provider market targeting the top 200 hospital systems.

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	7.1 Strengths
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Scope of the Report

The report provides a comprehensive and objective analysis of Sutherland's healthcare provider BPO offering, 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.

Report Length

11 pages

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Healthcare Payer BPO Vendor Assessments Also Available for:

Accenture

ADP AdvancedMD

AdvantEdge

athenahealth

Dell Services

EXL Service

Genpact

IBM Global Services

MedAssets

Orion HealthCorp

WNS Services