



## ABOUT THE CLIENT

The largest Scandinavian airline

## CLIENT CHALLENGE

In 2012, our client set in motion a companywide restructuring mandate which involved consolidating its operational and support centers across Europe and Scandinavia. As part of this exercise, they were looking for a partner who would be able to reorganize existing operations, retain highly tenured employees, and upgrade technology platforms to enable unified communications with automated multi-channel tools, all while the airline ran “business as usual.”



A seamless transformation of business center operations driving efficiency and cost savings.



## THE SUTHERLAND TRANSFORMATION

It was critical that Sutherland could complete this entire transformation quickly. Our dedicated team of experts built a portfolio that was sharply focused on the client's strategic intent for their most promising markets and customers. From the very beginning, we helped drive comfort and the right level of engagement necessary for all parties involved. Compliance with all related European directives and laws tied to transferring 200+ employees was handled flawlessly. Multiple technology platforms and new tools were implemented without compromise. User acceptance testing for the new system environment was conducted, and ran smoothly. The Sutherland team successfully completed a seamless transition well within the agreed timelines without negatively impacting day-to-day operations. Further, we shifted all new technology architecture with zero down time.

## PARTNERSHIP RESULTS

Our commitment to proactively guide our client in areas of new process improvements, technology innovation, and employee advancement for future growth continues to deliver significant results.

**+10%**

Improvement in service levels

**10%**

Reduction in abandoned calls

**15%**

Increase in sales

Consulting & Research  
Platforms  
Tech Services  
Sales & Operations  
Customer Experience  
Satisfaction & Loyalty  
Acquisition & Enrollment  
Care & Support

For more information on how we can help you transform your processes, visit us at [www.sutherlandglobal.com](http://www.sutherlandglobal.com), email us at [sales@sutherlandglobal.com](mailto:sales@sutherlandglobal.com), or call 1-800-388-4557 ext. 6123.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers across industries from financial services to healthcare, achieve greater agility through transformed and automated customer experiences for over 30 years. Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world.