CASE STUDY

SUTHERLAND

ABOUT THE CLIENT

A multinational computer technology company that develops, sells, repairs, and supports computers and related products and services.

CLIENT CHALLENGE

Due to incoming information being handled in a variety of ways versus through a modern supply chain tool, the client was receiving erroneous or missing order information, leaving them unable to fulfill customer orders. Without a system in place to identify and mitigate problems, those errors created a domino effect that negatively impacted accuracy and efficiency throughout the entire order cycle.

Additionally, their order-to-cash (O2C) functions were widely dispersed and siloed across the ordering cycle from the time an order was placed, through the fulfillment, shipment, customer receipt of order, invoicing, and receipt of payment from the customer.

Our client's key concern was operational performance improvement while affording a targeted cost reduction savings of 20% to its overall order management process.

> "Sutherland allowed us to have better end-to-end collaboration, and make impressive quality and efficiency gains."

THE SUTHERLAND TRANSFORMATION

To break down the siloes and establish cost-effective, collaborative, and customer-centric communication processes, Sutherland proposed, designed, and implemented an integrated approach that consolidated 11 geographies to seven, the migration of more than 20 support languages, and implemented a universal and standardized approach to improve end-to-end workflows, while eliminating inefficiencies in the system.

In addition to this approach, we integrated intelligent automation and transformative solutions for the client by initiating robotic process automation (RPA) and proprietary Sutherland platform solutions through a new business rules engine, fully consolidated and controlled account receivables, and ongoing global O2C issue tracking.

PARTNERSHIP RESULTS

Because of partnering with Sutherland, the client has seen dramatic results, including:

- Improved speed of service delivery though their supply chain, allowing for reduced cash collection cycle times with better cash flow
- Significantly enhanced overall operational efficiencies resulting in a 23% net savings in total cost of ownership (TCO)
- Sutherland continues to identify new areas to innovate, improve processes, and increase collaboration

HEADCOUNT AUTOMATION

↘ 33%

headcount reduction

COST SAVINGS

↘ $7 million

saved on annual basis

ORDER MANAGEMENT COST REDUCTION

↘ 20%

reduction in order management costs

SPEED OF DELIVERY

↗ 24%

increase in the speed of service delivery

END-TO-END VISIBILITY

↗ 30%

improvement on A/R issues

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.

SUTHERLAND

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