

MOVE BEYOND CONNECTIVITY TO **UNLOCK ADDED VALUE**

See how Sutherland's Telco BPaaS simplifies the transition to a digital service provider without the up-front cost.

Leveraging modern SaaS and cloud-native technologies, Sutherland Telco Business Process as a Service (BPaaS) optimizes complex processes and business operations so that you can quickly adapt to dynamic market changes.

Backed by our domain expertise and collective experience, building more than 100 accelerators in collaboration with over 40 major Telcos, **we deliver operational excellence**. And, alongside it, we address key industry challenges like data security, compliance, and system integration for smooth digital transformations.

MAXIMISE YOUR COMPETITIVE EDGE

Telcos leverage our platform, enabling them to adapt to innovations like MVNx, 5G, IoT, edge computing and satellite, as well as to embrace SMARTx monetization and enhance customer engagement.

With an outcome-based approach, Sutherland ensures ownership over the OSS/BSS stack along with customer journey, spanning both front and back-office functions, to drive tangible results.

TRANSITION INTO AN AGILE, DIGITAL SERVICE PROVIDER

Leverage the power of an AI-driven OSS/BSS stack to:

- Streamline customer journeys
- Harness marketplace capabilities
- Seamlessly integrate partners
- Accelerate time-to-market

All without hefty initial investments.

REVOLUTIONIZING TELECOM INDUSTRY DYNAMICS

We employ cost-effective, cloud-native solutions aligning to TM Forum ODA, Open API, and Microservices architecture to ensure agile performance and high NPS, meeting the dynamic needs of the communications landscape and delivering measurable outcomes:

40%
*Cost-Effectiveness Through
Pay-As-You-Grow Model*

60%
*Improvement in
Operational Efficiency*

3x
*Faster
Time-To-Market*

15%
*Improvement
in EX and CX*

Future-Proof Operations with Sutherland's Telco BPaaS



STREAMLINE OPERATIONS

Restructure your operations with over 60 fully automated business flows, including:

- / Customer onboarding
- / Case management (network, enquiry, and disputes)
- / Customer interaction platforms
- / Back-office workflows (billing, invoicing, and batch/scheduled jobs)
- / Monitoring and alerts with self-healing SOPs



ZERO-TOUCH PARTNER MANAGEMENT

Innovative new revenue streams through seamless partner management. Powered by continuous learning, Sutherland Telco BPaaS provides precise service recommendations and in-depth settlement model analysis, adhering to TM Forum standards for seamless integration.

Our digital onboarding and Partner 360° Fitment Studies provide crucial insights for partner service support and advocate for flexible negotiations, tailoring and optimizing contracts and settlements for mutual growth.



FROM INSIGHTS TO ACTIONABLE INTELLIGENCE

Our strategy incorporates GenAI/AI insights to provide future-ready business recommendations that align with the changing market dynamics, ensuring efficiency and effectiveness across all new revenue services and operational phases, from customer engagement to automation.

We make digital
humanTM

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Sutherland is an experience-led digital transformation company.

Our mission is to deliver exceptionally designed and engineered experiences for customers and employees. For over 35 years, we have cared for our client's customers, delivering measurable results and accelerating growth. Our proprietary, AI-based products and platforms are built using robust IP and automation. We are a team of global professionals, operationally effective, culturally meshed, and committed to our clients and to one another.

We call it One Sutherland.

