

Sutherland Overview

February 2024



SUTHERLAND

A Digital Transformation Services Company

Est. 1986

Experience
Management

52,000+

Employees

300+

Clients
50% Fortune 500

140+

Countries
HQ - Rochester NY

OPERATIONS

- Integrated Front-Mid-Backoffice Services
- Measurable Business Outcomes across industries
- Generating Critical Data Fueling AI and Cognitive Automation

DIGITAL

- Digital Engineering
- Proprietary IP & AI Driven Products, Platforms & Automation
- Applied AI/ML & Human-centric Cognitive Analytics
- Design Labs & Consulting

Digital Operations

Proprietary AI, Automation, Analytics Products. Industry Digital Assets. Embedded. 60+% Digital.



CX & Design

Company DNA. Transformation Partner to largest CX Brands



Technology & Engineering

4000+ multi-skilled Technologists. Experience. Data. Quality. Cloud. Product. 4 Unique co-development partnerships. Industry Platform Partnerships.



BPaaS. Outcomes

80% of Engagements are non-FTE based. Commercial innovation tied to Target Business Outcomes



Insurance Market Leadership

An end-to-end full cycle scale partner across all segments



8K+ Staff

(Front, Middle, Back Office)



75+ Clients

(Insurers, Brokers, Agencies)



40+ Products

(GI/P&C, Life, Health)



25+ Locations

(Onshore, Nearshore, Offshore)



10+ Platforms

(CX, Automation, Analytics)

6M+ Claims handled

2.7M+ Injury related Claims

350+ Clinical Staff, Registered Nurses, Medical Coders

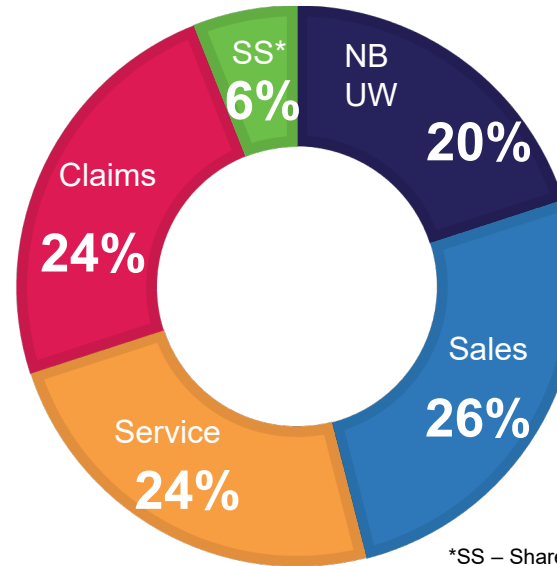
70+% FNOL Automation

10M+ Claims and Servicing voice and digital interactions annually

15M+ Back and Middle office transactions annually

Avg. 15+% Channel Deflection and elimination of contracts

Avg. 10+ NPS points uplift in service operations from baseline



*SS – Shared Services

100% Binding Authority

40+% Speed to Market improvement

1.2M+ Transactions

50% UW Productivity Increase.

700+ Sales Licensed agents ; £500M AWP sold annually

Avg. 20+% improvement in conversion rates

100% of Sales engagements tied to outcomes

Avg. 35+% digitisation of operations. Underwritten Benefits.



Partners



Insurance Operations Delivery Footprint

Sutherland Insurance CoEs

Insurance Operations Locations and Activities



US, UK – Policy and Customer acquisition, Licensed Agents, Policy Servicing, Claims Management

JAMAICA, EGYPT, SOUTH AFRICA – Voice Service Operations. Complex, High touch, High empathy interactions, requiring natural conversational skills.

INDIA – Back and Middle Office. Claims and Case Management

PHILIPPINES – URAC Certified Clinical, rule-based voice interactions. E.g., Nurse Intake, Medical record collection, APS review

Growth plans for South Africa

3-pronged approach across different businesses

Retail and Travel Client Expansion

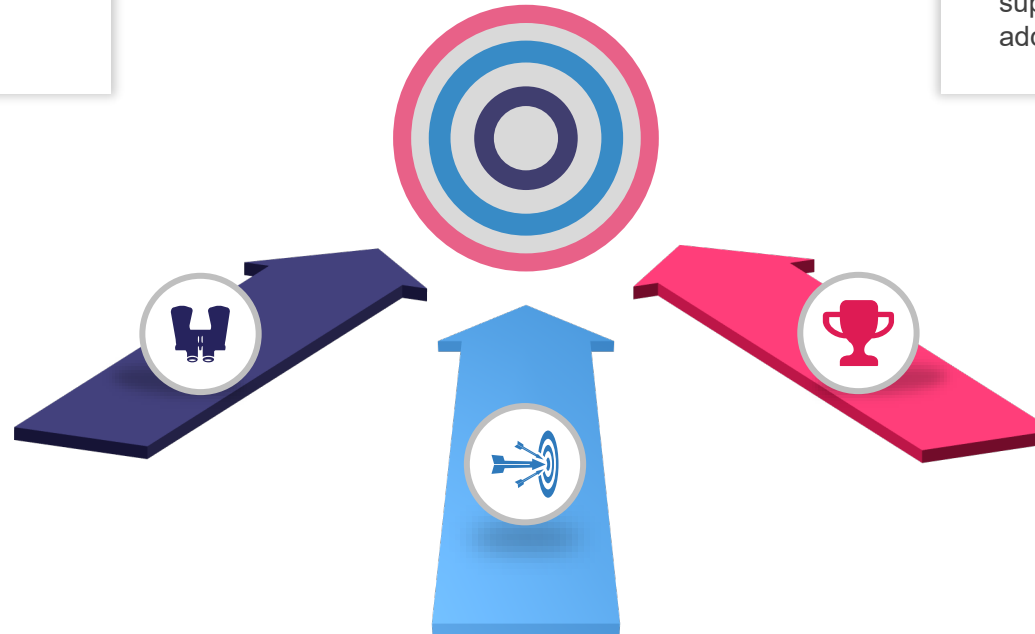
- Expanding a recent win for one of the largest Travel company in SA for approx. 150-200 roles in Johannesburg
- Strong pipeline for new clients interested in SA region

UK Claimant Center of Excellence (COE)

- Building a claimant shared service on DLG LS operating model
- Ongoing pursuit with few UK law firms

Broader UK& US Defendant Insurance Work

- Building SA Defendant COE for Claims lodgment, Liability establishment and Roadside support
- Ongoing RFP for a large policy admin and UW support work from to be serviced from SA and an additional European county



Thank You!



SUTHERLAND®