

Let Sutherland Healthcare Solutions do the complex for you



A Contact Center for Today...and Tomorrow

When your members and providers reach out for help, they expect their service to be fast and seamless. Making sure your contact center is firing on all cylinders is, well, complex.

That's where **Sutherland Healthcare** comes in. We help you create a contact center strategy to address today's most pressing issues and plan for what lies ahead.

- How effective are your self-service options?
- Are you able to resolve most issues without involving a support representative?
- Are you seeking ways to enhance member, provider, AND employee satisfaction?
- Would you like to lower your operational and labor costs?

We'll help you take a holistic look at your entire call center processes. Automation, data, and analytics make the experience faster and better for members and providers. Advanced technologies enhance employee satisfaction and improve recruitment, retention, and effectiveness.

So, are you ready to start the future today? Let's talk.

AI-driven customer support. The future is today.



Learn more about your customers' needs to deliver the right information to the right person at the right time.

At **Sutherland Healthcare**, we harness the power of automation and AI for unsurpassed member and provider experience. We'll help you look at your contact center holistically so you can meet the needs of members, providers, and employees alike.

360° View of Members & Providers

With Sutherland Analytics, DataMarts and integration services, we provide a true 360° view.

"Next Best Action" Predictions

Predictive Analytics and Next Best Action capabilities to proactively service your members & providers

Make Every Customer Feel Valued with Social Engagement Tools

- Messaging care
- Online community management
- Insight scans
- Strategy and roadmap
- Training
- Listening and monitoring
- Interactive analytics and tools
- Online reviews management

We'll meet you where you are, tailoring contact center solutions that suit your organization's needs. Increase your ROI and key performance metrics with a broader, fresher approach to delivering customer support. Let's talk!



Self service done right. **The future is today.**

Ease frustrations with self service options that make things easier for **EVERYONE**.

We live in a digital world. We're all busy and when we have a customer service issue, we want it resolved quickly. Often times, members and providers prefer handling issues in the mode that best suits their busy lives — self service.

Sutherland Healthcare helps you evaluate and tailor your self-service options to address every touchpoint and every participant:

- Provide Options on Member And Provider Mode of Choice
- Easily Enable New Channels that your members and providers want and need
- Make Faster, More Informed Decisions
- Better Analyze Available Information
- Improve Employee Satisfaction
- Equip Agents To Handle Situations Expertly
- Enable Employees to Work At Top of Skill Level

Bring future solutions to your contact center strategies today. Let's connect, evaluate your support functions, and develop a game plan to create a superior support experience for members, providers, and employees.