

Saudi arabia and sutherland global services essay sample

[Technology](#)



Established in 1986, Sutherland Global Services is a global provider of business process and technology management services offering an integrated portfolio of analytics-driven back-office and customer facing solutions that support the entire customer lifecycle. Headquartered in Rochester, N. Y., Sutherland is one of the world's largest independent BPO companies employing over 30, 000+ professionals across 40+ operation centers and business operations located in Brazil, Bulgaria, Canada, China, Colombia, Egypt, Estonia, India, Jamaica, Malaysia, Mexico, Morocco, Philippines, Slovakia, Sweden, United Arab Emirates, United Kingdom, and the United States. Since inception, Sutherland has remained laser-focused on a single mission: to help our clients maximize their customer lifetime value and increase their competitive advantage by helping drive productivity and efficiency while delivering measurable results.

The focus of the mission is not just cost reduction, but driving business performance improvements across processes spanning revenues, cash flow and capital utilization as well as maximizing customer satisfaction, and enhancing overall competitive advantage of the client organization. The measureable results of the mission are delivered by the flawless execution of a seamless suite of services – referred to as Integrated BPO – that operate across the entire lifecycle of the Clients' customers and cover both the revenue and cost sides of the client's business operations including corporate functions such as F&A and HR.

Summary of the OJT Experience

Having to experience OJT felt like I was experiencing real work. The company had rules and regulations that needed to be followed by an OJT. Take for <https://assignbuster.com/saudi-arabia-and-sutherland-global-services-essay-sample/>

example, a GTI(Global Technology Infrastructure), a person that is an IT/Desktop Support is the only person that is allowed to bring a cell phone inside the production area but an OJT is not allowed to.