



PRESS BRIEF

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How *One* Company is Leveraging Technology to Address Two Federal Government Challenges *Sutherland Global Services Innovates to Put Veterans to Work and Stop CMS Abuse*

When DRS Defense Solutions (DRS) - a best-in-class developer of advanced electronic systems and other military technologies - wanted to generate employment opportunities for US veterans, it turned to Sutherland Global Services (SGS) - one of USA's fastest growing companies and ranked as the No.1 employment generator by INC 5000.

SGS has a proven track record of working with national organizations dedicated to supporting veterans, including the Wounded Warrior Project, Hire a Hero, and Rochester Works for Veterans. By deploying SGS's highly scalable and market-proven **virtual work-place solution**, DRS was able to tap a valuable new talent pool of highly skilled, technically competent vets from across the United States.

“With our improvements in medical care, more and more of our soldiers are returning home, many with severe injuries or disabilities. It is our social obligation to bring them valuable work so that they can return and be integrated back into society” stated VADM Phillip M. Balisle, USN (Ret.), Executive VP, Washington Operations DRS Defense Solutions.

Most of the vets employed have combat experience and several have war-injury related disabilities that often hindered them from finding meaningful employment due to the normal work-related logistics and schedules. Sutherland's **virtual work-place solution** created the requisite secure technology infrastructure and connectivity enabling the vets to work from home.

The vets are equipped not only with the technology and infrastructure to do their jobs but are also enabled by assessment and placement tools, training programs, competitive benefits packages, and ongoing support – all designed to ensure high levels of performance and morale.

“We knew our veterans were an untapped talent resource for us but were challenged with how to engage them. In Sutherland we found a partner able to provide a technology and process solution that not only exceeded our expectations, but has overachieved in providing new opportunities and value for our employees,” added Don Fairbairn, Senior Vice President, Human Resources, DRS Defense Solutions.

The second challenge addressed by Sutherland is the prevention of fraud and mitigation of abuse in the Centers for Medicare & Medicaid Services (CMS). With the Affordable Care Act coming online, there is a renewed focus on the quality, value and outcome of patient care of the more than 100 million people currently enrolled in the system. The CMS' Center for Program Integrity (CPI) is accountable for the prevention and detection of fraud, waste, abuse, and errors in the Medicare and Medicaid programs. With over 4.5 million payout transactions a day, CPI is creating a National Fraud Prevention Program focused on prevention and detection that is integrated, risk-based, and measurable. Section 4241 of the Small Business Jobs Act of 2010 (Public Law 111-240) mandates the use of predictive modeling and other analytic technologies to identify and prevent fraud, waste, and abuse in the Medicare FFS program.

Sutherland Global Services provides extensive expertise in predictive analytics and modeling, delivered by a highly-skilled team of consultants. Combining proprietary data mining and graphical reporting tools with predictive modeling algorithms and robust technology infrastructure, Sutherland's bespoke fraud detection and prevention solutions can integrate disparate legacy systems and manage large scale processing requirements. Solution capabilities include:

- Enhanced data formats and data cleansing
- Visualizations to unearth significant trends in the data
- Scoring models using advanced statistics techniques
- Flagging mechanisms for early warning signals
- Implementation of best practices and processes

Sutherland has successfully worked with multiple Fortune 100 organizations in Retail, Healthcare Insurance, Banking and Financial Services to address fraud detection and prevention, by delivering innovative solutions that combine domain expertise, predictive analytics/modeling, best-in-class technology, and process reengineering.

Sutherland Global Services specializes in technology enabled Business Process Outsourcing solutions that address the needs of key sectors such as Government and Healthcare, as well as core functions such as HR/Talent Acquisition & Development.

About Sutherland Global Services

Sutherland Global Services was founded in 1986 as a global BPO and Technology Enabled services company offering an integrated set of back-office and customer facing front-office services that support the entire customer lifecycle. It is one of the largest, independent global BPO companies. Headquartered in Rochester, N.Y., Sutherland employs over 30,000 professionals and has 32 global delivery centers in the United States, Canada, Mexico, India, the Philippines, the United Arab Emirates, Bulgaria, Colombia, Egypt, and the United Kingdom.

For more information visit www.sutherlandglobal.com.

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