SUTHERLAND

SUTHERLAND TRANSLATE AI®

AI-Powered Multilingual Communication for Telecom Providers

Seamless Conversations. Cost-Effective Scaling. Exceptional Customer Experiences.

Sutherland Translate AI® is an AI-powered, real-time translation solution designed to help telecom providers deliver exceptional customer experiences across diverse regions. With instant, contextually accurate translations, telecom companies can eliminate language barriers, drive scalability, and optimize operational costs without compromising service quality.

How Sutherland Translate AI® Empowers Telecom Operations

Sutherland Translate AI® delivers AI-powered multilingual support to optimize telecom operations with:

Enhanced Customer Experience	Seamless Multilingual Scaling	OPEX Optimization	Human-Like Accuracy
Real-time, contextually accurate translations to support telecom customers in their native language	Instant multilingual interaction, enabling regional expansion without hiring native-speaking associates	Cost-effective language support, reducing the need for region-specific hires and lowering operational expenses	AI-powered translation that captures cultural nuances, ensuring human-like, natural interactions

Sutherland Translate AI®: Tailored for Telecom Support

Instant, Real-Time Multilingual Support
Telecom companies operate in a global marketplace, requiring seamless communication across languages. Translate AI provides real-time text-based translations in over 98 languages, ensuring customers receive quick, accurate support without delays. Whether for billing inquiries, service troubleshooting, or account support, telecom providers can deliver localized assistance at scale.

Seamless Scaling for Regional Expansion
Growing into new markets often requires hiring multilingual support teams, increasing costs and operational complexity. Translate AI eliminates language dependency by allowing existing telecom associates to serve customers across multiple regions, ensuring smooth expansion without compromising service quality.

Cost-Efficient OPEX Optimization
Hiring, training, and maintaining a multilingual telecom support team is expensive and time-intensive. Translate AI enables telecom providers to optimize costs by eliminating the need for dedicated language-specific teams. Instead, businesses can allocate resources efficiently, scaling operations while reducing operational expenses.

Human-Like, Culturally Adaptive Interactions
Customer interactions in telecom require more than just word-for-word translation; they demand cultural understanding. Translate AI ensures high accuracy with context-aware translations, capturing regional nuances for a more natural and engaging customer experience. This fosters better relationships and increases customer satisfaction.

Empowering Multilingual Support for a Telecom Provider

CHALLENGE

A telecom provider struggled with inaccurate translations for customer support tickets in Spanish and Brazilian Portuguese, causing delays and miscommunication. They needed a CRM-integrated solution for real-time, accurate translations, implemented within two weeks.

SUTHERLAND TRANSFORMATION

Sutherland deployed Translate AI, seamlessly integrating it with the provider's CRM to enable instant, AI-powered translations for multilingual support.

BUSINESS OUTCOME

Accurate Translations

AI-driven, context-aware responses improved communication

Improved Coverage

English-speaking agents effectively supported Spanish and Portuguese customers

Higher CSAT

Eliminated language barriers, enhancing customer experience

Transform Telecom Support with Sutherland Translate AI®

As telecom providers navigate customer support challenges in a global landscape, Translate AI delivers a competitive advantage by breaking down language barriers, ensuring operational efficiency, and enhancing the overall customer experience.

98+ Languages

20% Up to 20% Reduced OPEX

90% Translation Accuracy

Enable Effortless Communication. Scale Without Barriers. Optimize for Growth.

Let's redefine multilingual customer support for telecom. Contact us today!

Unlocking Digital Performance. Delivering Measurable Results.

At Sutherland, we are a leading global business and digital transformation partner. We work with iconic brands worldwide in Healthcare, Insurance, Banking & Financial Services, Communications, Media & Entertainment, Technology, Travel & Hospitality, Logistics, Retail, Energy & Utilities industries. We bring our clients a unique value proposition through market-leading technology and business process excellence. Leveraging our advanced products and platforms, we drive digital transformation, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as a service" model. For each company, we tailor proven and rapid formulas to fit their unique DNA. We bring together human expertise and artificial intelligence. In short, we do digital chemistry. It unlocks new possibilities, great client partnerships, and transformative outcomes.

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