



Managed Service Provider (MSP) – Service Provider Profile Compendium 2019

Managed Service Provider
Market Report – October 2018: Complimentary Abstract / Table of Contents

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- This report is included in the following research program(s)
 - **Managed Service Provider (MSP)**
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More about membership

In addition to a suite of published research, a membership may include

- Price book
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- Virtual Roundtables
- Workshops

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Everest Group's MSP research is based on three key sources of proprietary information

1

- Everest Group's proprietary database of over **800 MSP deals** (updated annually)
- The database tracks the following elements of each MSP deal:
 - Buyer details including industry, size, location, and signing region
 - Deal details including ACV, term, start date, spend managed, primary pricing structure, process coverage, and geographic coverage (at country level)
 - Technology ownership and maintenance
 - Global sourcing

2

- Everest Group's proprietary database of **operational capability of 20 MSP service providers** (updated annually)
- The database tracks the following capability elements for each service provider:
 - MSP clients, revenue, service suite, and employees
 - Recent MSP-related developments (investments and partnerships)
 - MSP clients split by geography, industry, scope, and buyer size
 - MSP spend split by geography, source of hires, and type of sourcing model
 - MSP delivery locations and level of offshoring
 - MSP supplier partners by geography

3

- Ongoing buyer surveys and interactions
 - Everest Group's **executive interviews and data collection** from **MSP buyers**
 - The data contains the following detailed buyer perspective about MSP deals:
 - ◆ Drivers for adopting MSP and buyer-provider relationships
 - ◆ The level of buyer satisfaction and the underlying reasons

The analyses in this report are presented at two levels:

- Overall market analysis that highlights the market composition/dynamics
- The current market trends based on deal activities in the last five years

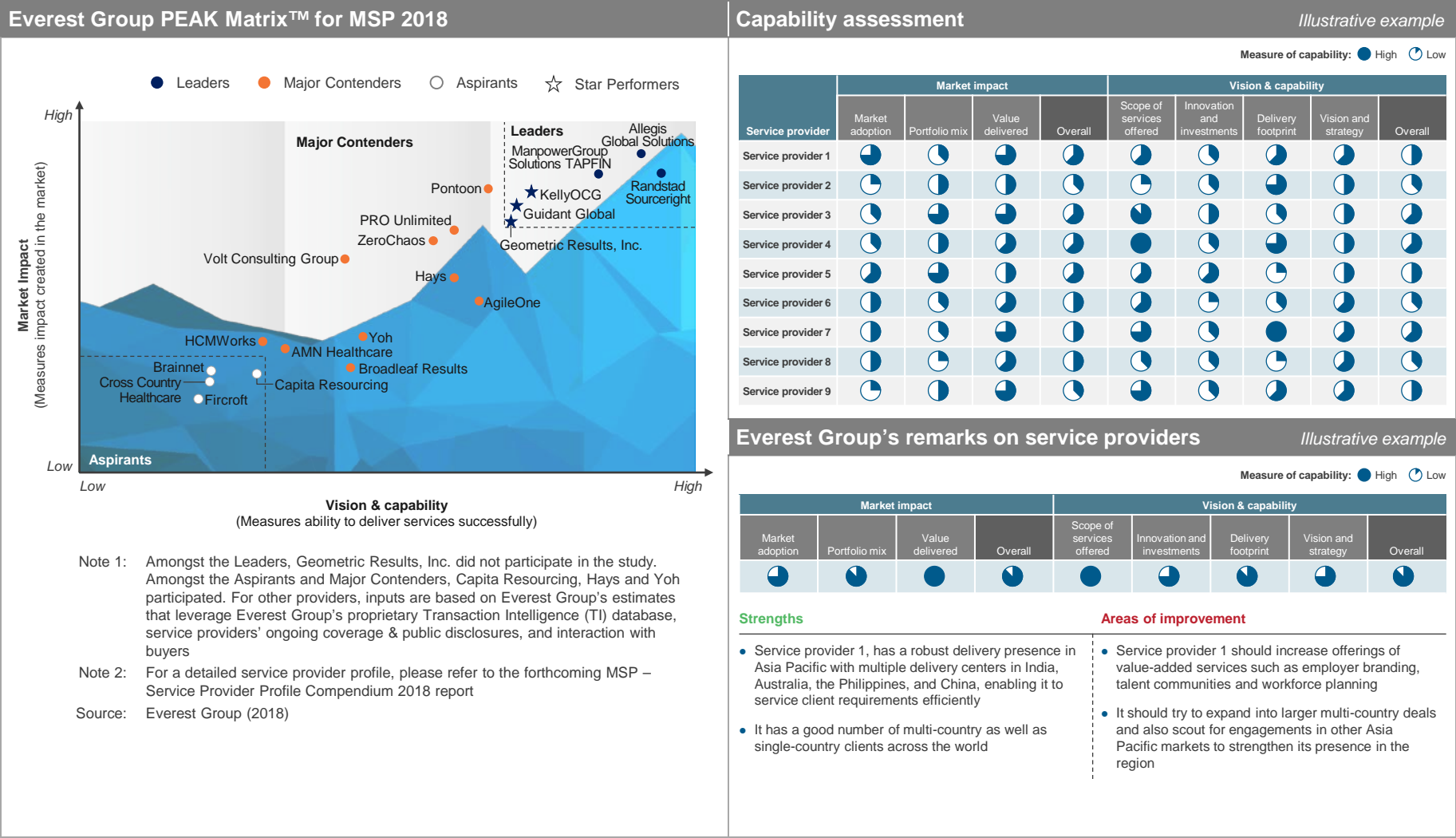
The sample size varies for different analyses based on the deal detail availability

Service providers covered in detail in the analyses



Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected, is only presented back to the industry in an aggregated fashion

This study offers three distinct chapters providing a deep dive into key aspects of MSP market; below are three charts to illustrate the depth of the report



The MSP Service Provider Profile Compendium 2019 report has over 20 service provider profiles

Service Provider | MSP profile (page 1 of 4)

Service capability and strategy

Company profile

Service provider: Is a leading talent solutions provider. It provides XYZ to customers seeking to improve the efficiency and effectiveness of their workforce programs.

Headquarter: Location, the United States of America

Leadership: Name

Website: Companywebsite

MSP experience

- Total managed spend: US\$
- Total number of current MSP clients: Numbers

Tools and technology

Tools	Proprietary/partnership
Vendor Management System (VMS)	Partnership: Partnership 1, Partnership 2
Services procurement (SOW)-related tools	Proprietary: Proprietary 1, Proprietary 2 Partnership: Partnership 1, Partnership 2
Freelancer Management System (FMS)	Proprietary: Proprietary 1, Proprietary 2 Partnership: Partnership 1, Partnership 2
Analytics	Proprietary: Proprietary 1, Proprietary 2 Partnership: Partnership 1, Partnership 2

Contingent workforce spend split by type of workers managed

As percentage of managed spend



Contingent workforce – Geography focus

As percentage of managed spend



Deal size (based on spend managed)



MSP engagement model¹



¹ MSP engagement model (based on percentage of requisitions filled by MSP (or subsidiary / sister company): Vendor-neutral (0-10% requisitions), hybrid (10-50% requisitions), and master-supplier (greater than 50% requisitions)



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Service Provider | MSP profile (page 2 of 4)

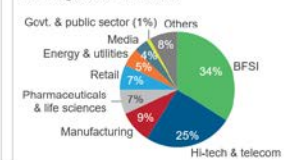
Portfolio

Major MSP clients

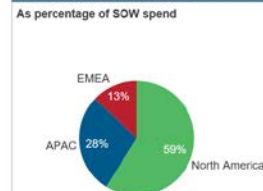


Buyer industry

Percentage of current clients



Focus on services procurement



Managed spend split by SOW categories



Nature of workforce managed

Managed spend split by job family



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Research calendar – Managed Service Provider (MSP)

Published
 Planned
 Current release

Flagship MSP reports

Release date

Managed Service Provider (MSP) Annual Report 2016 – Embracing the New Talent Landscape	June 2017
Managed Service Provider (MSP) – Service Provider Landscape with PEAK Matrix™ Assessment 2017	September 2017
Managed Service Provider (MSP) Service Provider Profile Compendium 2017	October 2017
Managed Service Provider (MSP) Annual Report 2018 – Towards the Next Frontier – Boldly Going Where Few Have Gone Before	December 2017
Managed Service Provider (MSP) – Service Provider Landscape with PEAK Matrix™ Assessment 2018 – Asia Pacific	December 2017
Managed Service Provider (MSP) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	September 2018
Managed Service Provider (MSP) – Service Provider Profile Compendium 2019	October 2018
Managed Service Provider (MSP) Annual Report 2019	Q4 2018
Services procurement (SOW) PEAK Matrix	Q4 2018

Thematic MSP reports

Release date

Offshoring in MSP: A Scenario-Based Analysis of Potential Savings	October 2016
Managed Service Provider (MSP): A Peek into the Buyer's Mind – Continuous Innovation is the Key to Buyer Delight	February 2017
Enterprise Total Talent Acquisition (ETTA) – The Future Ready Talent Approach	May 2017
Managed Service Provider (MSP): A Peek into the Buyer's Mind – Digital and Futuristic Outlook is the Key to Buyer Delight	August 2018
The clash of MSP & PO	Q4 2018

Note: For a list of all MSP reports published by us, please refer to our [website page](#)

Additional MSP research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Managed Service Provider (MSP) – Service Provider Landscape with PEAK Matrix™ Assessment 2018** ([EGR-2018-25-R-2775](#)); 2018. This report examines the dynamics of the MSP service provider landscape and its impact on the MSP market. Based on the comprehensive Everest Group PEAK Matrix, each of the MSP service providers are segmented into Leaders, Major Contenders, and Aspirants. The report also provides key insights into the capabilities of various service providers. It will assist key stakeholders (service providers, buyers, and technology providers) understand the current state of the regional MSP service provider landscape
2. **Managed Service Provider (MSP): A Peek into the Buyer's Mind – Digital and Futuristic Outlook is the Key to Buyer Delight** ([EGR-2018-25-R-2753](#)); 2018. This report aims to provide an insight into the key factors driving MSP adoption among buyers, in addition to providing an overview of the buyers' perception of aggregate service provider performance. The analysis in this report is presented at three levels: key factors driving MSP adoption among buyers, MSP provider performance, and evolving buyer requirements
3. **Reimagining Talent Acquisition in a Digital-First Era** ([EGR-2018-26-R-2564](#)); 2018. The global Talent Acquisition (TA) industry is undergoing a tremendous change, driven by an influx of tools and technologies built on the emerging digital technology landscape. "Reimagining Talent Acquisition in a Digital-First Era" is the second of a three-part series of reports outlining Everest Group's take on the impact of emerging digital technologies in the TA space. This paper is essentially a deep dive into the digitalization potential of various TA processes leveraging the next-generation technology levers

For more information on this and other research published by Everest Group, please contact us:

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About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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