

MarketContingent WorkforceReportManagement Services

Contingent Workforce Management (CWM) – Service Provider Compendium 2020

September 2020: Complimentary Abstract / Table of Contents



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► Locations Insider[™]

▶ PricePoint[™]

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

- Accelerators[™]
- Analyst access
- Data cuts
- Pinnacle Model[®] reports
- PriceBook
- 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

Membership information

- This report is included in the following research program(s)
 - Contingent Workforce Management
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at **info@everestgrp.com**

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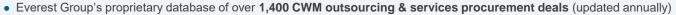
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4.

Everest Group's Contingent Workforce Management (CWM) research is based on multiple key sources of proprietary information



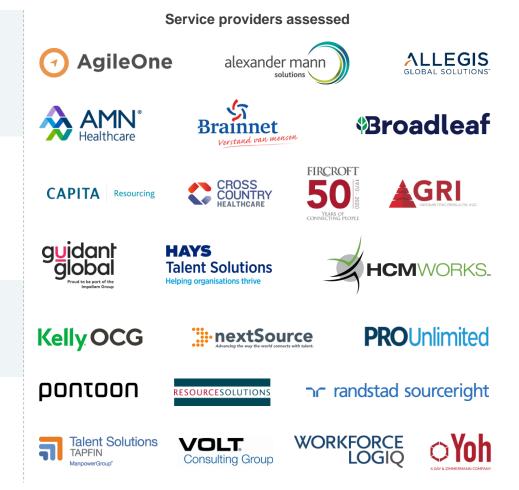
- The database tracks the following elements of each MSP deal:
- Buyer details including industry, size, location, and signing region
- Deal details including ACV, term, start date, spend managed, primary pricing structure, process coverage, and geographic coverage (at country level)
- Technology ownership and maintenance
- Global sourcing
- Everest Group's proprietary database of operational capability of 23 CWM service providers (updated annually)
- The database tracks the following capability elements for each service provider:
- CWM deals, managed spend, revenue, service suite, and employees
- Recent CWM-related developments (investments and partnerships)
- CWM deals split by geography, industry, scope, funding model, and buyer size
- Managed spend split by geography, industry, job family, and type of sourcing model
- Delivery locations and level of offshoring
- CWM supplier partners by geography

Ongoing buyer surveys and interactions

- Everest Group's executive interviews and data collected from CWM buyers
- The data contains the following detailed buyer perspectives about services procurement deals:
- $-\,$ Drivers for adopting CWM and buyer-provider relationships
- The level of buyer satisfaction and the underlying reasons

The analysis in this report is presented at two levels:

- Overall market analysis that highlights the market composition/dynamics
- The current market trends based on deal activity in the last five years
- The sample size varies for different analyses based on the availability of deal details



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

Background of the research

The CWM outsourcing market is a growing outsourcing market in the world today, clocking, yet again, a steady growth rate in 2019. North America continues to hold the majority share of the market followed by EMEA, and Asia Pacific being the emerging market. The CWM outsourcing market has almost matured in certain regions, but overall growth has remained steady due to an increase in adoption from mid-market and small buyers, as well as from new geographies and industries. This report examines the dynamics of the global CWM outsourcing service provider landscape and its impact on the CWM outsourcing market. It positions 23 CWM service providers / Managed Service Providers (MSPs) and provides accurate, comprehensive, and fact-based snapshots of 12 CWM service providers / MSPs. It offers a detailed profile of CWM service providers, with a comprehensive picture of their service suite, scale of operations, recent developments and investments, technology solutions, and delivery locations. The report also provides insights on the global CWM service provider landscape. Each profile also specifies the service provider's position on the Everest Group PEAK Matrix[®].

In this research, we focus on:

- Everest Group's Services PEAK Matrix® evaluation, a comprehensive assessment of 23 CWM service providers
 - 2020 CWM PEAK Matrix®
 - Service provider capability assessment
- Remarks on key strengths and areas of improvement for each CWM outsourcing service provider
- Service provider landscape

Scope of this report:







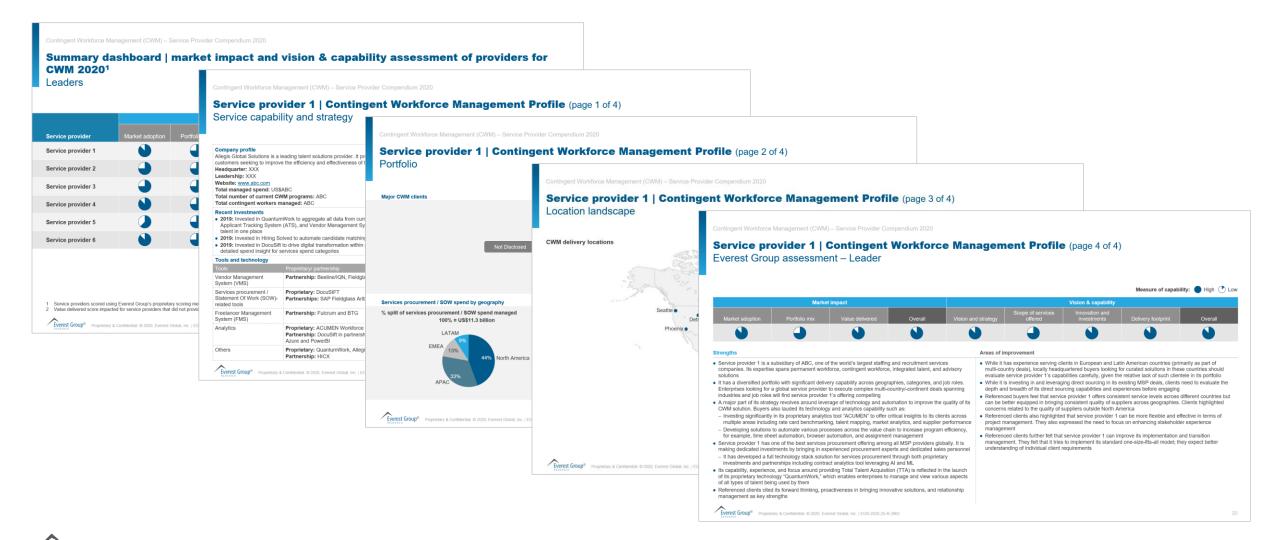
Coverage¹

Across 23 CWM service providers with multi-process capability including AgileOne, Alexander Mann Solutions, Allegis Global Solutions, AMN Healthcare, Brainnet, Broadleaf Results, Capita Resourcing, Cross Country Healthcare, Fircroft, Geometric Results Inc., Guidant Global, Hays Talent Solutions, HCMWorks, KellyOCG, nextSource, Pontoon Solutions, PRO Unlimited, Randstad Sourceright, Resource Solutions, Talent Solutions TAPFIN (ManpowerGroup), Volt Consulting, Workforce Logiq, and Yoh

1 While we considered a much bigger list of CWM providers, these 23 CWM providers are shortlisted based on their presence and meaningful play in the CWM outsourcing space



The study provides detailed view of service provider's CWM offerings & capabilities as well as key strengths & areas of improvement | Snapshots to illustrate the depth of report



Research calendar Contingent Workforce Management Services

Published Planned Current release

| Flagship CWM reports | Release date |
|---|----------------|
| Managed Service Provider (MSP) Service Provider Landscape with PEAK™ Matrix Assessment 2019 | June 2019 |
| Managed Service Provider (MSP) Annual Report 2020: Leading Through Disruption | October 2019 |
| Services Procurement – Service Provider Landscape with PEAK Matrix® Assessment 2020: Unlocking the True Potential of Services Procurement | April 2019 |
| Contingent Workforce Management (CWM) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020 | August 2020 |
| Contingent Workforce Management (CWM) – Service Provider Compendium 2020 | September 2020 |
| CWM State of the Market Report 2020 | Q4 2020 |
| | |

| Thematic CWM reports | Release date |
|---|--------------|
| In pursuit of best in class MSP program | January 2020 |
| Reshape Services Procurement with analytics – An enterprise guide to unleashing power of data in Services Procurement | March 2020 |
| Collaboration to beat disruption – Future of CWM | July 2020 |
| Total Talent Acquisition (TTA) report | Q4 2020 |

For a list of all of our published Contingent Workforce Management Services reports, please refer to our website page Note:







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