



Managed Service Provider (MSP) – Service Provider Profile Compendium 2015

Managed Service Provider (MSP)

Market Report: March 2016 – Preview Deck

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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

Subscription information

- The full report is included in the following subscription(s)
 - **Managed Service Provider (MSP)**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**



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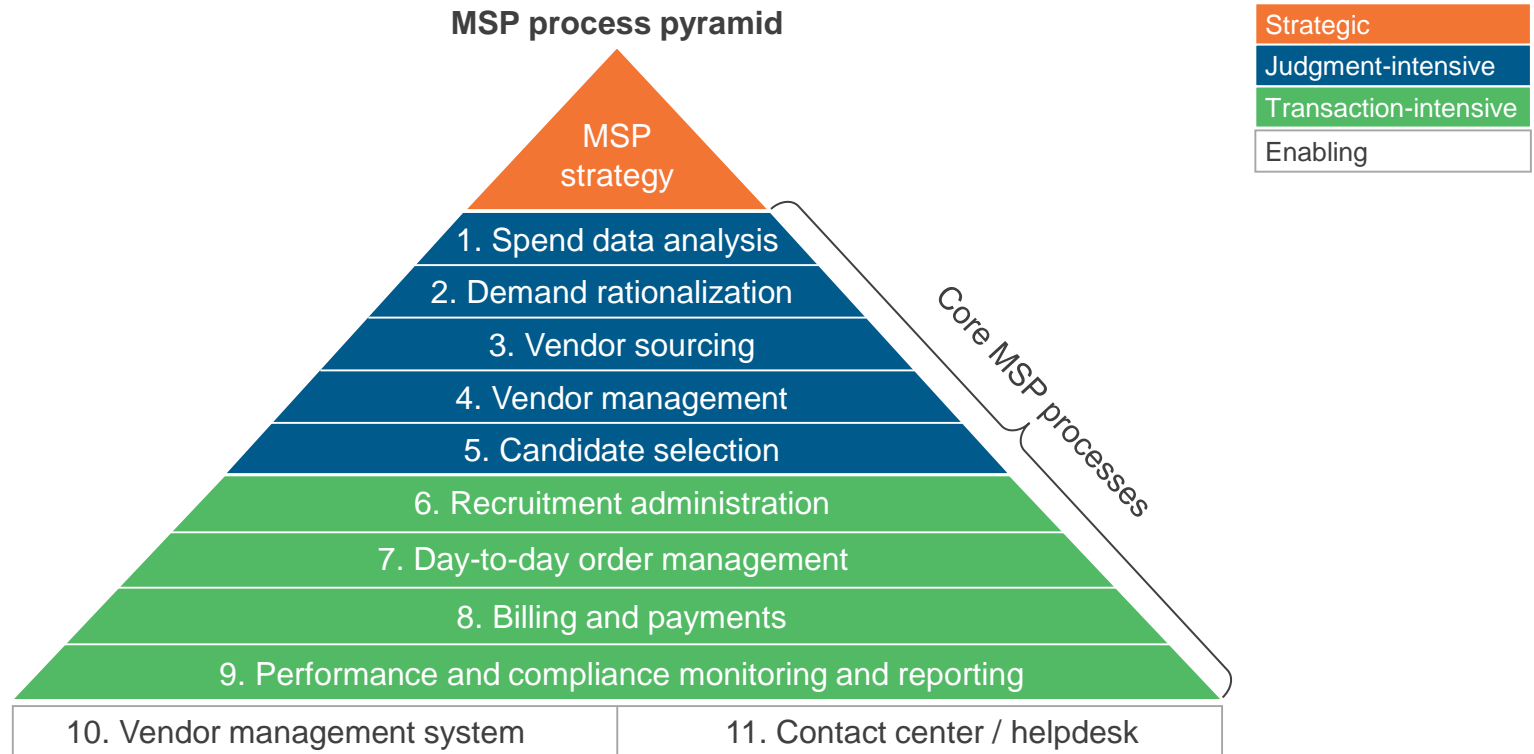
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¹ Banking, financial services, and insurance

Everest Group defines MSP as the transfer of ownership of all or part of the management of an organization's contingent/temporary staffing activities on an ongoing basis



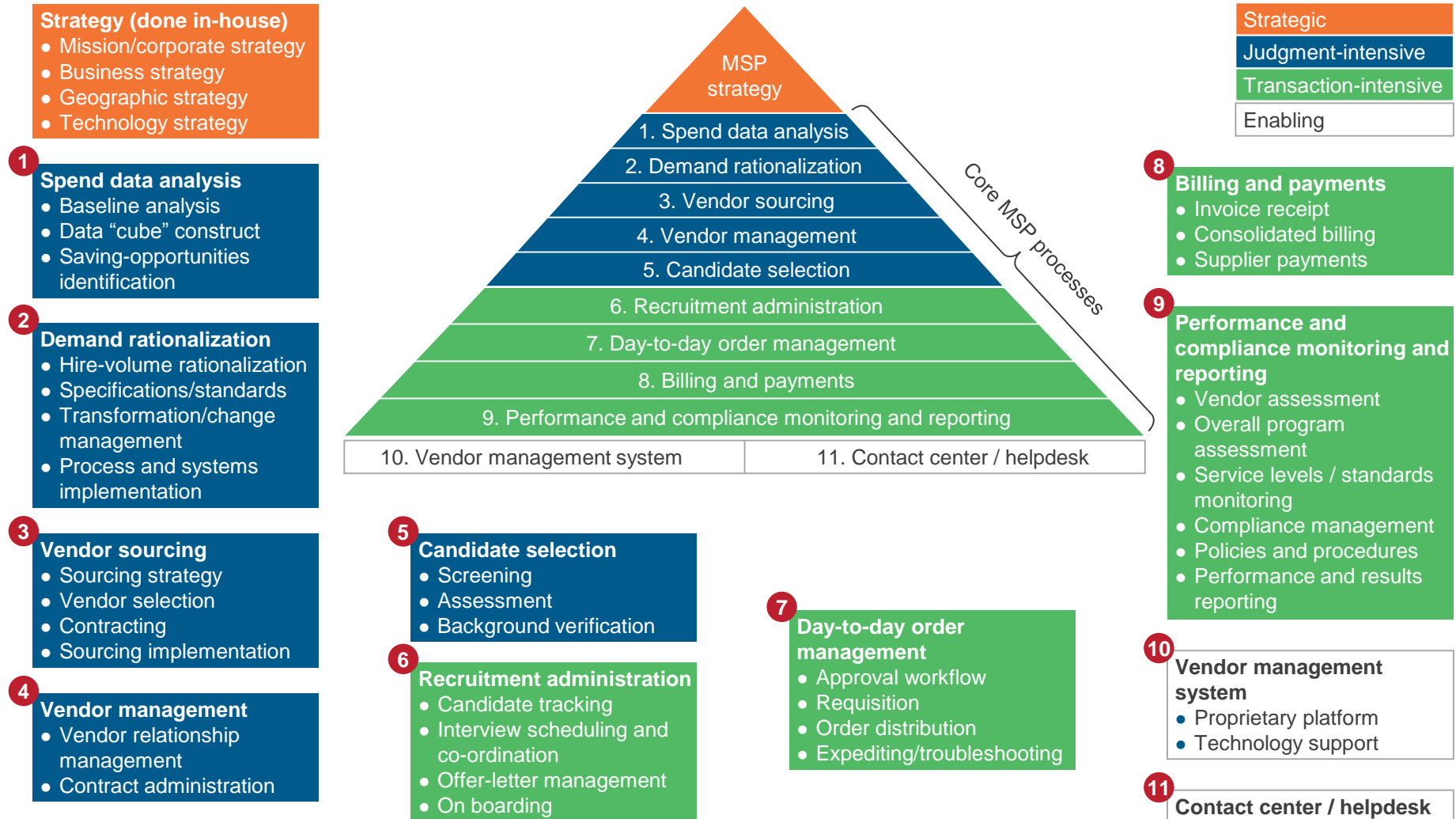
Everest Group defines MSP deals as those which satisfy the following key characteristics:

- A minimum of four core processes are included
- A minimum contract term of two years
- Scope of hires includes temporary/contingent hires, SoW consultants¹, and independent contractors

¹ Statement of Work (SoW) consultants are contracted for project-based work with pre-determined deliverables (as specified in the SoW) to be completed within a fixed amount of time. They are often paid on the basis of final outcome/deliverable, but can also be paid on an hourly basis

Source: Everest Group (2015)

A detailed view of MSP processes



Source: Everest Group (2016)

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MSP service capability and strategy

Company profile

XXXX
Headquarters: xx
Leadership: XX
Ownership: Private
Parent company: XX
Stock exchange/symbol: XX
Website: www.xyz.com

MSP experience (2014)

- Total managed spend: **xx**
- Total number of current MSP clients: **xx**
- Total number of contingent workers managed: **xx**

Technology strategy

Proprietary Vendor Management System (VMS)

Name: XX
Number of current deployments: xx

Technology partnerships

VMS: XX
Others: XX

Number of technology-related FTEs: xx

Geography focus

As percentage of managed spend



MSP engagement model¹

As percentage of managed spend



Global sourcing²

Total MSP delivery FTEs = **XX**



1 MSP engagement model (based on percentage of requisitions filled by MSP (or subsidiary / sister company): Vendor-neutral (0 to 10% requisitions), hybrid (10 to 50% requisitions), and master-supplier (greater than 50% requisitions)
2 FTEs in low-cost offshore or nearshore locations and delivering services to high-cost locations

Source: Everest Group (2016)

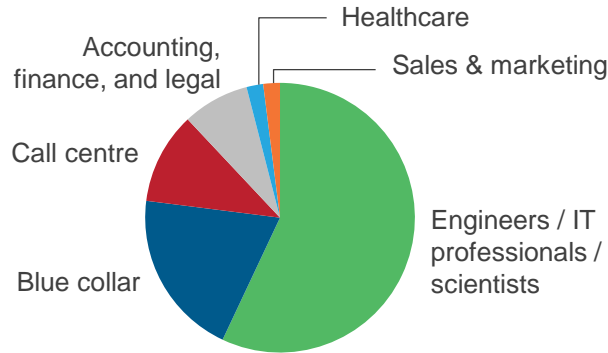
MSP portfolio

Major MSP clients

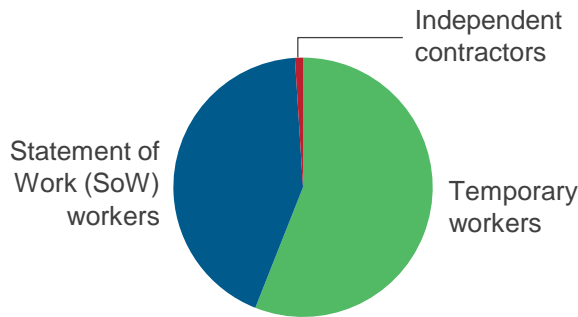
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Nature of workforce managed

Managed spend split by job family

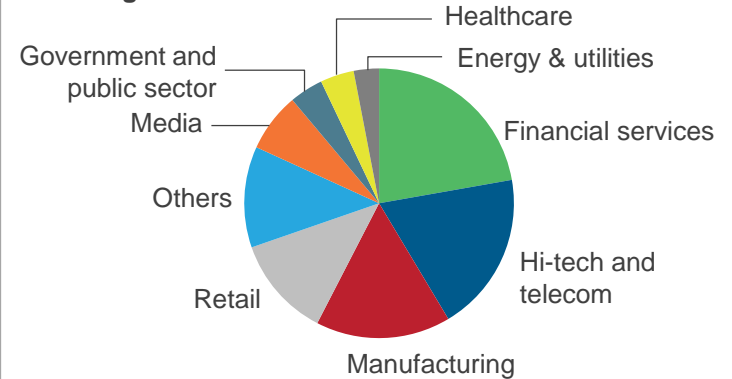


Managed spend split by type of worker



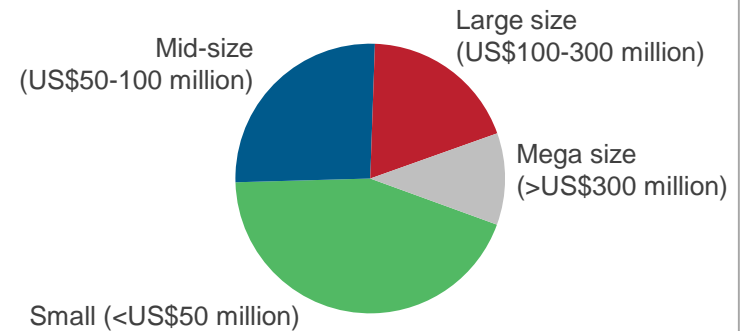
Buyer industry

Percentage of current clients



Deal size (based on spend managed)

Percentage of current deals



Source: Everest Group (2016)








Key MSP delivery locations







Source: Everest Group (2016)

XXXX (page 4 of 4)

Detailed assessment of MSP capabilities

Measure of capability:  Best-in-class  Very high  High  Medium high  Medium  Medium low  Low  Not matured

Dimension	Rating	Remarks
Scale		XXXX XXXX
Scope		XXXX XXXX
Technology and innovation		XXXX XXXX
Delivery footprint		XXXX XXXX

Strengths

- XXXX
- XXXX
- XXXX

Areas for improvement

- XXXX
- XXXX
- XXXX

1 Based on contractual and operational information as of September 2015
Source: Everest Group (2016)

MSP research calendar

■ Published ■ Current

Topic	Release date
HR Analytics in Europe: A Patchwork Landscape	September 2015
Webinar Deck: Analytics: All You Need to Know about the Hottest Topic of the 21st Century	September 2015
Recruitment Process Outsourcing – Service Provider Landscape with PEAK Matrix™ Assessment 2015	October 2015
Seizing the Robotic Process Automation (RPA) Market Opportunity	October 2015
Managed Service Provider (MSP) – Annual Report 2015: Moving Beyond the Horizon	December 2015
MSP – Service Provider Landscape with PEAK Matrix™ Assessment 2015	December 2015
MSP – Service Provider Profile Compendium 2015	March 2016
Innovative pricing models in MSP	Q1 2016
Rise of MSP 2.0	Q1 2016
Talent Acquisition Outsourcing – RPO & MSP in Asia Pacific	Q1 2016
Blended Model in Talent acquisition – A new age	Q1 2016
MSP in Europe	Q1 2016
Technology in BPS - Market Landscape refresh	Q2 2016
MSP Service Provider Landscape with PEAK Matrix Assessment 2016	Q3 2016
MSP Annual Report 2016	Q3 2016

Additional MSP related research recommendations

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

1. **Managed Service Provider (MSP) – Annual Report 2015: Moving Beyond the Horizon** ([EGR-2015-3-R-1645](#)); 2015. The global MSP market is witnessing fundamental changes that are altering the dynamics of the market. MSP buyers, having obtained the relatively low hanging fruits, are now looking for additional strategic gains from their MSP programs. This, in a way, has also provided opportunity for service providers to differentiate themselves by bringing in innovative solutions and best practices from allied industries in the broader Business Process Outsourcing (BPO) area such as RPO, HRO, and PO
2. **Recruitment Process Outsourcing – Service Provider Landscape with PEAK Matrix Assessment** ([EGR-2015-3-R-1595](#)); 2015. This report provides a comprehensive analysis of the RPO service provider landscape along multiple dimensions and assesses service providers to position them on the Everest Group PEAK Matrix. Each of the 21 RPO service providers analyzed are segmented into Leaders, Major Contenders, Aspirants, and Star Performers. Additionally, it provides key insights on the areas in which service providers differentiate themselves
3. **Managed Service Provider (MSP) – Service Provider Landscape with PEAK Matrix™ Assessment 2015** ([EGR-2015-3-R-1661](#)); 2015. This report examines the dynamics of the global MSP service provider landscape and its impact on the MSP market. Based on the comprehensive Everest Group PEAK Matrix, each of the 13 PO 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 MSP service provider landscape

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About Everest Group

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