Services Procurement – Service Provider Compendium 2020

Contingent Workforce Management (CWM) Services
Market Report – May 2020: Complimentary Abstract / Table of Contents

Our research offerings for global services

- Market Vista™
  Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

- Application Services
- BPS | Banking & Financial Services
- BPS | Healthcare & Life Sciences
- BPS | Insurance
- Catalyst™
- Cloud & Infrastructure
- Customer Experience Management Services
- Data & Analytics
- Digital Services
- Engineering Services
- Enterprise Platform Services
- Finance & Accounting

- Human Resources
- ITS | Banking & Financial Services
- ITS | Healthcare
- ITS | Insurance
- IT Services Executive Insights™
- ITS | Life Sciences
- Locations Insider™
- PricePoint™
- Procurement
- **Recruitment & Talent Acquisition**
- Service Optimization Technologies

More about membership

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 (CWM) Services
- 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
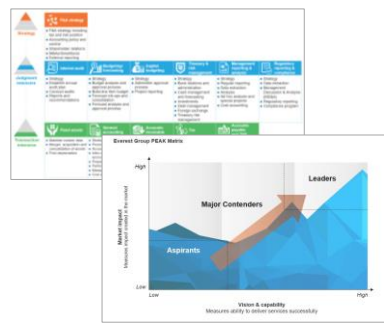
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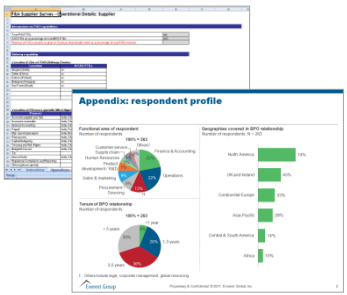# Table of contents

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

- Market thought leadership
- Actionable and insightful research
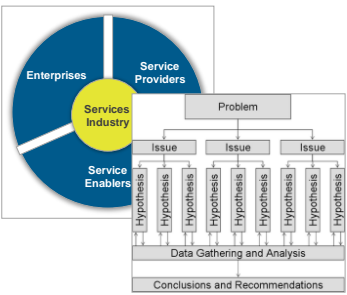- Syndicated and custom research deliverables

1 Robust definitions and frameworks
(Function-specific pyramids – Human Resource Outsourcing (HRO), Total Value Equation (TVE), capability-success matrix, and market maturity)

2 Primary sources of information
(Annual contractual and operational RFIs, service provider briefings and buyer interviews, and web-based surveys)

3 Diverse set of market touchpoints
(Ongoing interactions across key stakeholders, inputs from a mix of perspectives and interests, supports both data analysis and thought leadership)

4 Fact-based research
(Data-driven analysis with expert perspectives, trend analysis across market adoption, contracting, and service providers)

- Proprietary contractual database with detailed information of ~16 MSP providers
- Round the year tracking of all the service providers in the Services Procurement market
- Dedicated team for Services Procurement research, spread over two continents
- Twenty years of advising clients on BPO-related decisions
- Executive-level relationships with buyers, service providers, technology providers, and industry associations

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The Services procurement Service Provider Profile Compendium 2020 report has over 7 service provider profiles

ABCD | Services procurement / SOW profile (page 1 of 2)
Service capability and strategy

Company profile
Established in xxxx, based out of the UK, ABCD is a provider of end-to-end talent management solutions including RPO, MSP, and SOW. Resource Solutions' offering spans all areas of recruitment, candidate management, payroll, and technology.
Headquarters: London, the United Kingdom
Leadership: ABC and XYZ
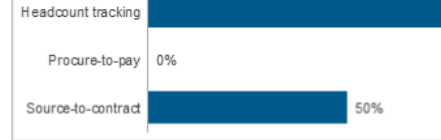**Website:** www.ABCD.com

Recent investments
Invested in further enhancing SOW capabilities of its proprietary technology platform talentsource

Tools and technology		
Tools	**Proprietary/ partnership**	**Details**
talentsource	Proprietary	A multi-functional platform used for RPO, MSP, and SOW solutions. Mobile-friendly, client-specific, real-time data and MI capabilities
Ariba	Partnership	Provides cloud-based procurement, spend management, and supply chain services that enable suppliers and buyers to connect and do business globally

SOW/services procurement	2018	2019
SOW managed spend (US$ billion)	Not Applicable	Not Applicable
Number of clients	2	2
Number of FTEs		4

Services procurement / SOW process coverage
Percentage of clients where the following services are being provided

- Headcount tracking
- Procure-to-pay 0%
- Source-to-contract 50%

SOW pricing model
Frequency of inclusion of pricing models in deals (in percentage of deals)
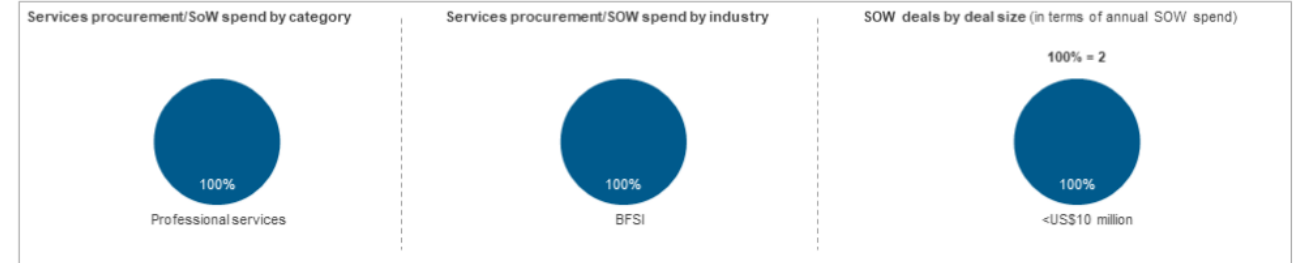
- 100% Supplier-funded

1. Procure-to-pay includes billing and payments and source-to-contract includes category management, strategic sourcing, contract negotiation, and supplier selection
2. Supplier-funded model is defined as an MSP construct where the management costs of the MSP are catered to by the value chain with no extra cost to the client. Buyer-funded model is defined as an MSP constr... MSP solution are catered to by the client. This can be a fixed-income or transactional-based model. Hybrid model is defined as an MSP construct as a mix of the other two models, i.e., supplier-funded, and buyer-...

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ABCD | Services procurement / SOW profile (page 2 of 2)
Portfolio

Clients
- Global multinational investment bank and financial services company
- UK-based asset management company

Services procurement / SOW spend managed by geography
- 100% EMEA

Services procurement/SoW spend by category
- 100% Professional services

Services procurement/SOW spend by industry
- 100% BFSI

SOW deals by deal size (in terms of annual SOW spend)
- 100% = 2
- 100% <US$10 million

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Research calendar – Contingent Workforce Management (CWM)

■ Published	▓ Planned	⌐¬ Current release

Flagship RPO reports	Release date
Managed Service Provider (MSP) Service Provider Landscape with PEAK™ Matrix Assessment 2019	June 2019
Managed Service Provider (MSP) – Service Provider Profile Compendium 2019	September 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 2020
Services Procurement – Service Provider Compendium 2020	**May 2020**
CWM – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	Q2 2020
CWM State of the Market Report 2020	Q3 2020
CWM – Service Provider Profile Compendium 2020	Q3 2020
Total Talent Acquisition (TTA) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	Q3 2020

Thematic RPO reports	
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	Q2 2020
Contingent Workforce Management (CWM) – Enterprise Pulse 1	Q2 2020
Contingent Workforce Management (CWM) – Enterprise Pulse 2	Q2 2020

Note: For a list of all of our published CWM reports, please refer to our website page

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Additional MSP research recommendations

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

1. **Services Procurement – Service Provider Landscape with PEAK Matrix™ Assessment 2020** (EGR-2019-25-R-3685); 2019. While temporary labor still constitutes a major proportion of MSP managed spend, services procurement has also managed to garner significant share over the past few years, with its share in the total spend managed by MSPs increasing steadily. As the MSP market matures, more and more buyers are entrusting MSPs to manage spend categories beyond temporary labor management. This provides new avenues of growth to MSPs but also poses a threat to providers that fail to diversify their offerings in terms of specialized offerings for different contingent spend categories and integration of specific technology modules to manage freelancers / services procurement with mainstream VMS products

2. **In Pursuit of a Best-in-class MSP Program** (EGR-2020-25-V-3527); 2019. Today's workforce is undergoing significant change, with an increasing number of people choosing to work as contingent workers. This contingent workforce goes well beyond low-skilled labor, including individuals who possess specialized skill sets, opting to work as contractors, freelancers, or independent consultants. However, enterprises' contingent workforce MSP programs are not transforming to keep pace with workforce changes. In fact, most enterprises are unable to unlock benefits beyond the basic cost savings. This viewpoint sheds light on how enterprises, in partnership with their MSPs, can extract next-level operational and business benefits from their contingent workforce, over and above the existing cost-savings.

3. **Managed Service Provider (MSP) Annual Report 2020: Leading Through Market Disruption** (EGR-2019-25-R-3364); 2019. The global Managed Service Provider (MSP) market is growing steadily on the back of rising demand for contingent workforce across geographies and industries. It experienced a growth rate of 13% in 2018, particularly in the emerging market of Europe, Middle East, & Africa (EMEA), backed by an ever-increasing demand for temporary workers, increasing adoption of services procurement, total talent acquisition, direct sourcing, and emergence of the gig economy. In this research, we categorize MSP market growth across three dimensions: acceleration of the MSP market, widening of the MSP market, and deepening of the MSP market

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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