

Collaboration to Beat Disruption: Future of Contingent Workforce Management (CWM)

July 2020: Complimentary Abstract / Table of Contents



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Membership information

- This report is included in the following research program(s)
 - [Contingent Workforce Management \(CWM\) Services and Recruitment Process Outsourcing \(RPO\)](#)
- 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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- Benchmarking | Pricing, delivery model, skill portfolio
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- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Overview and abbreviated summary of key messages

In this report, we shed light on collaboration between procurement and HR in Contingent Workforce Management (CWM) programs which has proved to one of the cornerstones of how Best-in-class enterprises have differentiated themselves from other enterprises. We also outline how Best-in-class enterprises have established significant collaboration between procurement and HR and how this collaboration has helped them to achieve key major business and strategic benefits beyond existing cost savings from their CWM programs.

Some of the findings in this report, among others, are:

Deriving next level benefits from Contingent Workforce Management (CWM) programs

- In spite of being a relatively “mature” area, best-in-class enterprises continue to derive better outcomes from their CWM programs than their other counterparts
- These outcomes range from cost savings to business as well as strategic impact. Beside these best-in-class enterprises, most organizations are struggling to achieve benefits beyond cost savings from their CWM programs

Collaboration is one of the cornerstones

Our survey and analysis of enterprises shows that collaboration is one of the key elements helping the best-in-class enterprises derive better outcomes. It turns out that these enterprises are either managing their program through collaboration between procurement and HR or has HR provided support to the procurement department in their contingent workforce sourcing and management efforts

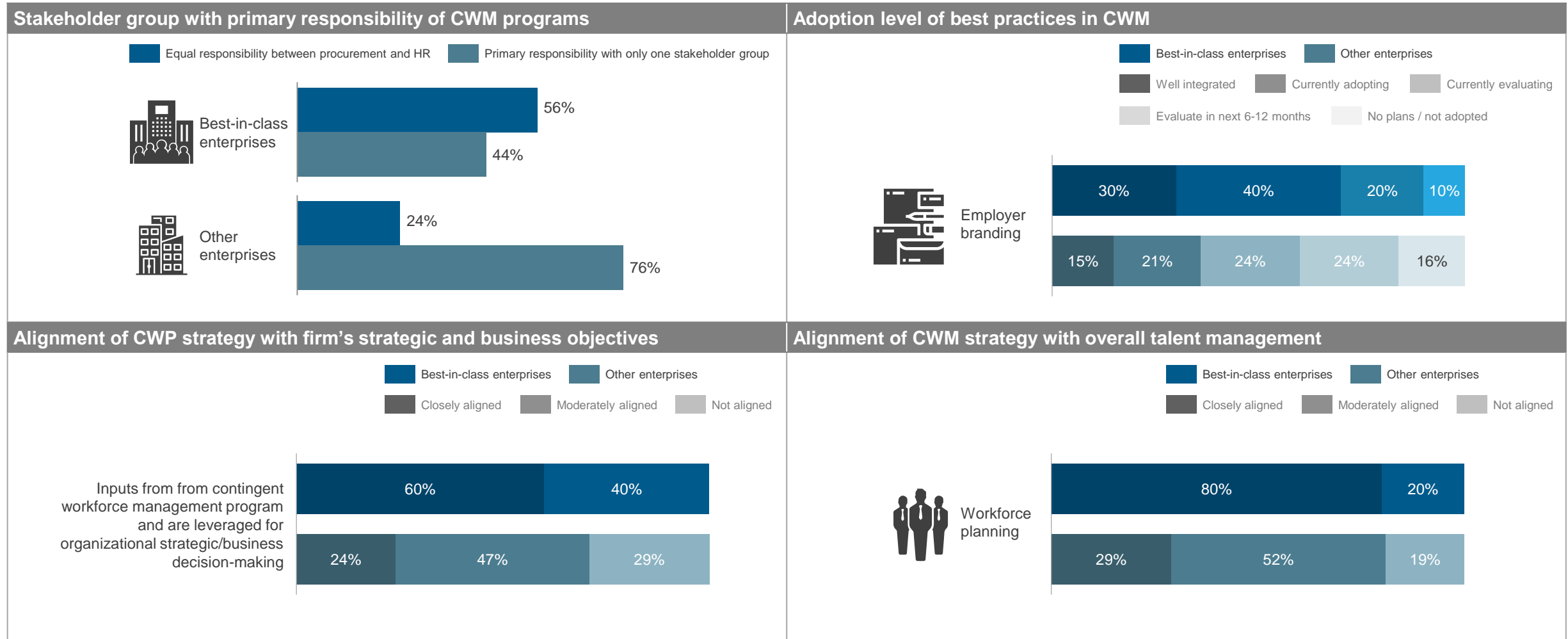
Collaboration avenues

Key avenues of collaboration between procurement and HR include value-added services as well as tools and technology being leveraged for sourcing contingent as well as permanent talent, which helps exploit synergies

Collaboration leads to business and strategic benefits

Effective collaboration between procurement and HR has provided the best-in-class enterprises with the business and strategic benefits, such as embedding CWM programs in strategic/business decision-making and leverage of contingent workforce, in addition to compounding existing spend savings

This study offers a deep dive into how a deep collaboration between procurement and HR has helped Best-in-class enterprises in their CWM journey; below are four charts to illustrate the depth of the report



Research calendar

Contingent Workforce Management (CWM)

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) – 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 Profile Compendium 2020	May 2020
Collaboration to beat Disruption: Future of Contingent Workforce Management (CWM)	July 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 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	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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