

Outplacement and Career Transition Services PEAK Matrix® Assessment 2022

November 2021: Complimentary Abstract / Table of Contents



Our research offerings

This report is included in the following research program(s):

Human Resources

- ▶ Application Services
- ▶ Banking & Financial Services BPS
- ▶ Banking & Financial Services ITS
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud & Infrastructure
- ▶ Contingent Workforce Management
- ▶ Conversational AI
- ▶ Cost Excellence
- ▶ Customer Experience Management Services
- ▶ Cybersecurity
- ▶ Data & Analytics
- ▶ Digital Adoption Platforms (DAP)
- ▶ Digital Services
- ▶ Engineering Services
- ▶ Enterprise Platform Services
- ▶ Finance & Accounting
- ▶ Financial Services Technology (FinTech)
- ▶ Global Business Services
- ▶ Healthcare BPS
- ▶ Healthcare ITS
- ▶ Human Resources
- ▶ Insurance BPS
- ▶ Insurance ITS
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing (IDP)
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
- ▶ Life Sciences BPS
- ▶ Life Sciences ITS
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services & 5G
- ▶ Outsourcing Excellence
- ▶ Pricing-as-a-Service
- ▶ Process Mining
- ▶ Procurement
- ▶ Recruitment Process Outsourcing
- ▶ Retirements Technologies
- ▶ Rewards & Recognition
- ▶ Service Optimization Technologies
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills & Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)
- ▶ Workplace 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

Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

Contents

1. Introduction and overview	5
• Research methodology	6
• Key information on the report	7
• Background and/or introduction	8
2. Summary of key messages	9
3. Outplacement and career transition service provider landscape	11
• Outplacement and career transition services value chain	12
• Levels of outplacement and career transition support	13
• Partnerships/alliances	14
4. Outplacement and career transition PEAK Matrix® characteristics	15
• PEAK Matrix framework	16
• Everest Group PEAK Matrix for outplacement and career transition services	17
• Service provider capability summary dashboard	19
5. Enterprise sourcing considerations	
• Leaders	22
– LHH	23
– Randstad RiseSmart	24
– Right Management (Talent Solutions)	25

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

Aniruddha Kulkarni, Practice Director

Sailesh Hota, Senior Analyst

Utkarsh Chaudhary, Senior Analyst

Contents

5. Enterprise sourcing considerations (continued)	
• Major Contenders	26
– ABC Consultants	27
– Career Partners International	28
– Career Star Group	29
– Challenger, Gray & Christmas, Inc	30
– Connor Consultancy	31
– Global Outplacement Alliance	32
– Intoo	33
– Monroe Consulting Group	34
• Aspirants	35
– Careerminds	36
– Felix Global	37
– GetFive	38
– Husys Consulting	39
– VelvetJobs	40
6. Appendix	41
• Glossary	42
• Research calendar	43

Background of the research

The outplacement and career transition services industry has experienced a strong growth over the last decade, with demand accelerating during 2020 because of the volatile employment situation across enterprises in all industries. In an effort to preserve employer brand, enterprises have shifted focus to provide employees with the necessary support that they require as they undergo any kind of transition due to uncertainty of employment. Career transition support is also a great way to ensure that employees receive the right nature of professional and personal support during the transition period.

This report examines the market dynamics of the global outplacement and career transitions industry in 2020. It gives an overview of the typical service offerings and capabilities of service providers. Based on the comprehensive Everest Group PEAK Matrix® evaluation, each of the 16 service providers are segmented into Leaders, Major Contenders, and Aspirants.

In this research, we focus on:

- Everest Group's Services PEAK Matrix evaluation, a comprehensive assessment of 16 outplacement and career transition service providers
- 2020 Outplacement and Career Transition Services PEAK Matrix
- Service provider delivery capability assessment
- Remarks on key strengths and areas of improvement for each outplacement and career transition service provider
- Service provider landscape

Scope of this report:



Geography
Global



Service providers

Coverage¹: Across 16 outplacement and career transition service providers with multi-process capability including ABC Consultants, CareerMinds, Career Partners International, Career Star Group, Challenger, Gray & Christmas, Inc., Connor Consultancy, Felix Global, GetFive, Global Outplacement Alliance, Husys Consulting, Intoo, LHH, Monroe Consulting Group, Randstad RiseSmart, Right Management (Talent Solutions), and VelvetJobs



Services
Outplacement and Career Transition Services

¹ While we considered a much bigger list of outplacement and career transition providers, these 16 service providers are shortlisted based on their presence and meaningful play in the outplacement and career transition services space

Overview and abbreviated summary of key messages

This report examines the global service provider landscape and outplacement and career transition market. It focuses on service provider position and growth in the outplacement and career transition services market, changing market dynamics and emerging service provider trends, and assessment of service provider delivery capabilities. It also identifies the key implications of the research findings for buyers and service providers.

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

Outplacement and career transition services PEAK Matrix 2021

- Everest Group classifies outplacement and career transition service providers based on the Everest Group PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants
- Based on Everest Group's comprehensive evaluation framework, the PEAK Matrix®, the 16 outplacement and career transition service providers evaluated are segmented into three categories (in alphabetical order within each category):
 - **Leaders:** LHH, Randstad RiseSmart, and Right Management (Talent Solutions)
 - **Major Contenders:** ABC Consultants, Career Partners International, Career Star Group, Challenger, Gray & Christmas, Inc., Connor Consultancy, Global Outplacement Alliance, Intoo, and Monroe Consulting Group
 - **Aspirants:** CareerMinds, Felix Global, GetFive, Husys Consulting, and VelvetJobs

Outplacement and career transition service provider commentary

- Everest Group delineates each of the 16 service providers' strengths and areas of improvement
- The in-depth commentary is intended to help service providers, enterprise buyers and other stakeholders to understand the current situation and possible future direction of the provider landscape

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

Outplacement and Career Transition Services PEAK Matrix® Assessment 2022^{1,2}



1 Assessments are based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, interactions with buyers, as well as input from service providers including ABC Consultants, Career Partners International, Husys Consulting, LHH, and Randstad RiseSmart.

2 The PEAK Matrix has assessed service provider partnerships/alliances as a group. Certain service providers with significant market presence have been positioned along with their respective partnership/alliance.

Source: Everest Group (2021).

Capability assessment Illustrative example

Measure of capability: 🟡 Low ● High

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Service provider 1	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡
Service provider 2	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡
Service provider 3	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡
Service provider 4	🟡	🟡	🟡	🟡	●	🟡	🟡	🟡	🟡
Service provider 5	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡
Service provider 6	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡
Service provider 7	🟡	🟡	🟡	🟡	🟡	🟡	●	🟡	🟡
Service provider 8	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡
Service provider 9	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡	🟡

Everest Group's remarks on service providers Illustrative example

Measure of capability: 🟡 Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
🟡	🟡	●	🟡	●	🟡	●	🟡	🟡

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It offers both standard and customized packages for outplacement with career coaching, resume building, interview preparation, and curated job matching services

Limitations

- Service provider 1 has experience in serving small- and mid-market buyers and is yet to experience significant success with large-market buyers
- It does not offer any high-touch on-site outplacement solutions for enterprises

Research calendar

Human Resources Outsourcing

Published
 Planned
 Current release

Flagship HRO reports

	Release date
Multi-process Human Resources Outsourcing (MPHRO) Services PEAK Matrix® Assessment with Services Provider Landscape 2021	January 2021
Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2021	February 2021
Multi-process Human Resources Outsourcing (MPHRO) – State of the Market Report 2021	February 2021
Rewards and Recognition (R&R) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2021	March 2021
Rewards and Recognition (R&R) Solutions State of the Market Report 2021: The Era for Modernizing Employee Engagement	June 2021
Learning Services PEAK Matrix® Assessment with Service Provider Landscape 2021	June 2021
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Service Provider Landscape 2021	September 2021
Learning Services Provider Profile Compendium 2021	September 2021
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment 2021	October 2021
Outplacement and Career Transition Services PEAK Matrix® Assessment 2022	November 2021
Multi-country Payroll (MCP) Solutions Annual Report 2021	Q4 2021
Digital Adoption Platform (DAP) Products Provider Profile Compendium 2021	Q4 2021

Thematic HRO reports

	Release date
From Outplacement to Career Transition Services	February 2021
Employment Outsourcing Models	March 2021
Employee Experience Management (EXM) Platforms	June 2021
Human Resource Outsourcing (HRO) 4.0	October 2021

Note: For a list of all of our published Human Resources Outsourcing reports, please refer to our [website page](#)



Everest Group is a research firm focused on strategic IT, business services, engineering services, and sourcing. Our clients include leading global companies, service providers, and investors. Clients use our services to guide their journeys to achieve heightened operational and financial performance, accelerated value delivery, and high-impact business outcomes. Details and in-depth content are available at www.everestgrp.com.

Stay connected

Website

everestgrp.com

Social Media

 [@EverestGroup](https://twitter.com/EverestGroup)

 [@Everest Group](https://www.linkedin.com/company/everestgrp)

 [@Everest Group](https://www.facebook.com/EverestGroup)

 [@Everest Group](https://www.youtube.com/EverestGroup)

Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com
+1-214-451-3000

Bangalore

india@everestgrp.com
+91-80-61463500

Delhi

india@everestgrp.com
+91-124-496-1000

London

unitedkingdom@everestgrp.com
+44-207-129-1318

Toronto

canada@everestgrp.com
+1-647-557-3475

This document is for informational purposes only, and it is being provided "as is" and "as available" without any warranty of any kind, including any warranties of completeness, adequacy, or fitness for a particular purpose. Everest Group is not a legal or investment adviser; the contents of this document should not be construed as legal, tax, or investment advice. This document should not be used as a substitute for consultation with professional advisors, and Everest Group disclaims liability for any actions or decisions not to act that are taken as a result of any material in this publication.