

# Vendor Management System (VMS) Products PEAK Matrix<sup>®</sup> Assessment with Technology Vendor Landscape 2021

March 2021: Complimentary Abstract / Table of Contents



# Our research offerings for global services

<ul style="list-style-type: none"> <li>▶ <b>Market Vista™</b> Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available</li> </ul>	
<ul style="list-style-type: none"> <li>▶ Application Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Enterprise Platform Services</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Banking &amp; Financial Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Finance &amp; Accounting</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Healthcare</li> </ul>	<ul style="list-style-type: none"> <li>▶ Human Resources</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Insurance</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Banking &amp; Financial Services</li> </ul>
<ul style="list-style-type: none"> <li>▶ BPS   Life Sciences</li> </ul>	<ul style="list-style-type: none"> <li>▶ ITS   Healthcare</li> </ul>
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<ul style="list-style-type: none"> <li>▶ Data &amp; Analytics</li> </ul>	<ul style="list-style-type: none"> <li>▶ Procurement</li> </ul>
<ul style="list-style-type: none"> <li>▶ Digital Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Recruitment Process Outsourcing</li> </ul>
<ul style="list-style-type: none"> <li>▶ Engineering Services</li> </ul>	<ul style="list-style-type: none"> <li>▶ Service Optimization Technologies</li> </ul>

## Membership information

- This report is included in the following research program(s)
  - [Contingent Workforce Management \(CWM\)](#)
- 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](mailto:info@everestgrp.com)

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- 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

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## Background of the research

### Background of the research

Vendor Management System (VMS) continues to be an important technology solution for enterprises across the globe. There is wide adoption across industries and geographies, as more enterprises are leveraging contingent workers as a part of their workforce and need a technology solution to manage the entire contingent workforce management lifecycle. In recent years, VMSs have not only enhanced the features and functionalities of core technology, but have also expanded the scope of services delivered to other areas within Contingent Workforce Management (CWM). The increasing scope of services has led to an evolution in the vendor landscape, with many technology vendors building capabilities to cater to the specialized client needs across geographies and industries.

The VMS technology landscape is evolving, with providers increasing the breadth and depth of their functionalities/offerings. They are making investments to enhance the User Interface/User Experience (UI/UX) of the solution and providing a mobile-enabled solution for their clients. They are building additional capabilities to enhance compliance management, talent pool creation, and vendor and candidate sourcing. It is a burgeoning market, rapidly evolving in terms of product features, deployment options, product architecture, training & support, and partner ecosystem.

### In this study, we analyze the VMS technology landscape across various dimensions

- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 18 leading VMS technology vendors
- Competitive landscape in the VMS technology vendor market
- Remarks on key strengths and areas of improvement for each VMS technology vendor
- Assessment of VMS capabilities

### Scope of this report:



**Products**  
Vendor Management System (VMS)



**Geography**  
Global



**Technology vendors**  
18 leading VMS technology vendors

## Everest Group's VMS research is based on multiple sources of proprietary information

### Proprietary database of 18 VMS technology vendors

- The database tracks the following elements for each vendors:
  - Breadth and depth of the product functionalities
  - Core and emerging technology capabilities
  - Innovation and investments
  - Partnerships with service providers and other technology vendors
  - Deployment and hosting options
  - Product-related training and support services
  - Availability and adoption of commercial model(s)
  - Security and governance

### Proprietary operational information database of technology vendors (updated annually)

- The database tracks the following operational information for each vendor:
  - Spend Under Management (SUM) and revenue
  - Number of clients
  - Number of FTEs and FTE split by geography
  - Portfolio coverage in terms of industry, geography, process areas, and buyer size

### Demonstrations and interactions with technology vendors and other industry stakeholders

- Detailed demos for a comprehensive product view and executive-level discussions with VMS vendors that cover:
  - Current state of the market
  - Vision and strategy
  - Annual performance and outlook
  - Opportunities and challenges
  - Emerging areas of investment

### Buyer reference interviews, ongoing buyer surveys, and interactions

- Interviews with technology vendors' reference clients and enterprise VMS buyers to get the buyer perspective around:
  - Drivers and objectives for adopting VMS
  - Apprehensions and challenges
  - Assessment of vendors' performance
  - Emerging priorities / buying criteria
  - Outcomes achieved
  - Lessons learnt and best practices

<sup>1</sup> In this study, we have assessed vendors' offerings / product capabilities as of 2020

Note 1: Connecting-expertise was acquired by PIXID Group in December 2020, however, continues to operate as a separate company

Note 2: The source of all content is Everest Group unless otherwise specified

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion

### VMSs assessed<sup>1</sup>



## Overview and abbreviated summary of key messages

This report examines the global VMS technology vendor landscape and its impact on the VMS market. This report uses Everest Group's proprietary PEAK Matrix® framework to evaluate VMS vendor's capabilities across two key dimensions – market impact, and vision & capability. It also includes competitive landscape and market share analysis; an assessment of the vendors' key strengths, areas of improvement, and VMS capabilities.

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

### Everest Group VMS PEAK Matrix® 2021

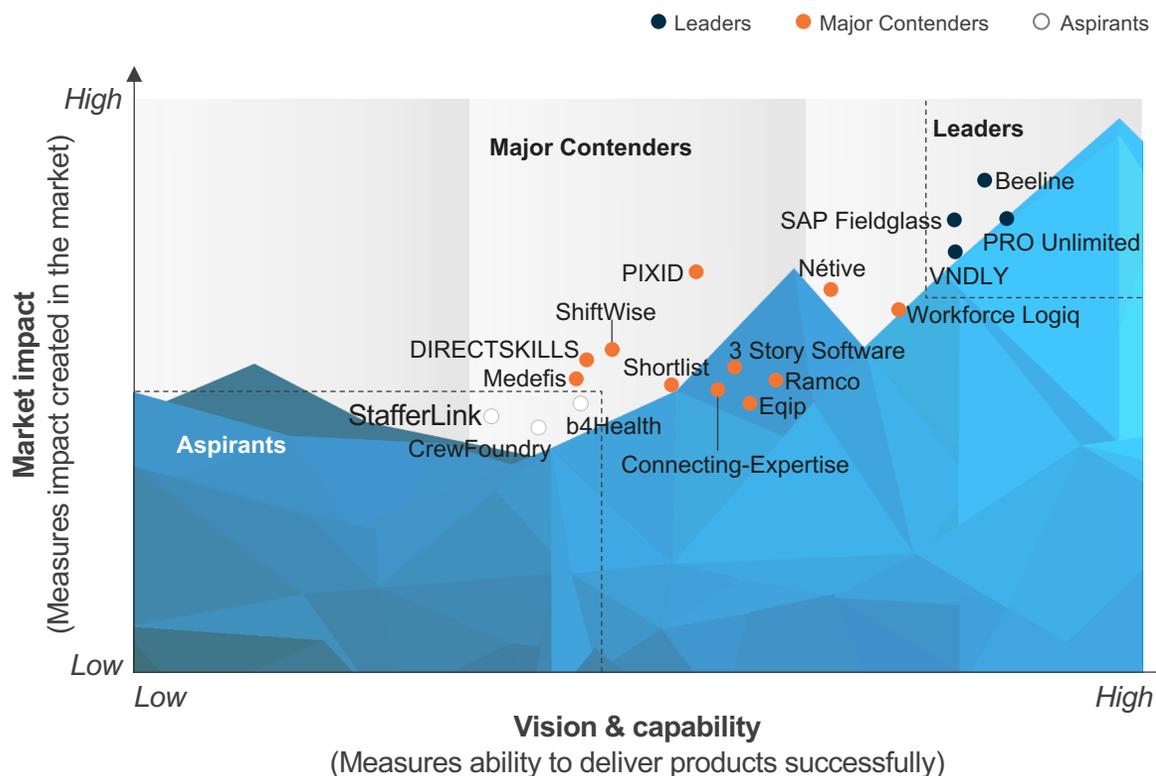
- Everest Group classifies 18 VMS technology vendors on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
  - **Leaders:** Beeline, PRO Unlimited, SAP Fieldglass, and VNDLY
  - **Major Contenders:** 3 Story Software (3SS), Connecting-Expertise, DIRECTSKILLS, Equip, Medefis, Nétive, PIXID, Ramco, ShiftWise, Shortlist, and Workforce Logiq
  - **Aspirants:** B4Health, CrewFoundry, and Stafferlink

### Insights on competitive landscape

- Everest Group VMS PEAK Matrix® Assessment 2021 is one of the most comprehensive VMS product evaluations in the industry covering 18 VMSs from varied backgrounds. Technology vendors have been classified as Pure-play VMS, Staffing / MSP affiliated, and Enterprise software provider affiliated (ERP, HR, etc.)
- The 18 VMSs included in the study represent the three major regions (in terms of their headquarter locations) including North America, Continental Europe, and Asia Pacific
- VMSs are evolving beyond traditional temporary labor management (staff augmentation) and in other contingent workforce areas; however, the focus and maturity of VMSs varies significantly
- The VMS market landscape is fast evolving with vendors expanding their market presence and client portfolio; as expected, COVID-19 impacted growth in 2020
- Dedicated VMSs address the healthcare industry's specific requirements. Other vendors focus on multiple industries and job types (blue collar and white collar)

# This study offers three distinct chapters providing a deep dive into key aspects of VMS market; below are three charts to illustrate the depth of the report

Vendor Management System (VMS) PEAK Matrix® Assessment 2021<sup>1,2</sup>



1 In this study, we have assessed vendors' offerings / product capabilities as of 2020  
 2 Connecting-Expertise was acquired by PIXID Group in December 2020; however, it continues to operate as a separate company

Source: Everest Group (2021)

Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Technology Vendor	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Core technology capability	Emerging/differentiating capability	Implementation, UI/UX, and support	Engagement and commercial model	Overall
Technology Vendor 1	●	○	●	●	●	○	○	○	○	○
Technology Vendor 2	○	○	○	○	○	○	○	○	○	○
Technology Vendor 3	○	○	○	○	○	○	○	○	○	○
Technology Vendor 4	○	○	○	○	○	○	○	○	○	○
Technology Vendor 5	○	○	○	○	○	○	○	○	○	○
Technology Vendor 6	○	○	○	○	○	○	○	○	○	○
Technology Vendor 7	○	○	○	○	○	○	○	○	○	○
Technology Vendor 8	○	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Core technology capability	Emerging/differentiating capability	Implementation, UI/UX, and support	Engagement and commercial model	Overall
○	○	○	○	○	○	○	○	○	○

**Strengths**

- Technology vendor 1 is a US-based pure play VMS provider for sourcing and managing contingent workforce for enterprises. Its solution supports management of temporary workers, services procurement/SOW, and independent contractors / freelancers
- It has developed end-to-end services procurement management module by building capabilities across both the source-to-contract and procure-to-pay processes

**Limitations**

- While Technology vendor 1 has a global solution with experience across geographies, enterprises need to evaluate its capabilities to address local/country-specific requirements
- Referenced clients also highlighted ease of integration as an area of concern

# Research calendar

## Contingent Workforce Management

■ Published
 ■ Planned
 ■ Current release

### Flagship CWM reports

	Release date
Contingent Workforce Management (CWM) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	August 2020
CWM – Service Provider Profile Compendium 2020	October 2020
Tackling the Global Pandemic: Contingent Workforce Management (CWM) State of the Market Report 2021	October 2020
<b>Vendor Management System (VMS) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2021</b>	<b>March 2021</b>
VMS – Service Provider Profile Compendium 2021	Q2 2020
VMS State of the Market Report 2021	Q2 2021
Contingent Workforce Management (CWM) – Service Provider Landscape with Services PEAK Matrix® Assessment 2021	Q2 2021
Services Procurement – Service Provider Landscape with Services PEAK Matrix® Assessment 2021	Q2 2021

### Thematic CWM reports

	Release date
Collaboration to beat disruption – Future of CWM	July 2020
Data & Analytics – Foundational Pillars of Efficient Services Procurement Management	August 2020
The Evolution of Vendor Management Systems (VMSs) for Contingent Workforce Management: What Will Differentiate the VMSs in the Future?	December 2020
A Practical Approach to Total Talent Acquisition	February 2021
MSP 4.0	Q1 2020
Demystifying Direct Sourcing	Q2 2020
Skills of the future	Q2 2020

Note: For a list of all of our published Contingent Workforce Management reports, please refer to our [website page](#)



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