

Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2021

July 2021: Complimentary Abstract / Table of Contents



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Contract assessment

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Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Background of the research

The CWM/MSP market is a growing outsourcing market in the world today. The industry is further witnessing traction on account of the pandemic, with contingent hiring increasing across the globe. The service provider landscape is evolving, with providers increasing the breadth and depth of their offerings. They are making investments to manage all types of contingent workers, to enhance scope of services, and to ensure process digitization.

This report examines the dynamics of the global CWM/MSP and services procurement service providers and its impact on the CWM/MSP and services procurement market. The capabilities required for service providers to differentiate themselves in the CWM/MSP outsourcing market are different from the capabilities required in the services procurement market and thus, the report features providers on two PEAK Matrix® Assessments, one for the overall CWM/MSP outsourcing landscape and one for the services procurement outsourcing landscape. Based on the comprehensive Everest Group PEAK Matrix® evaluation, each of the 25 CWM/MSP service providers are segmented into Leaders, Major Contenders, Aspirants, and Star Performers.

In this research, we focus on:

- Everest Group's CWM/MSP PEAK Matrix® evaluation, a comprehensive assessment of 25 service providers
- Everest Group's Services procurement / SOW PEAK Matrix® evaluation, a comprehensive assessment of 17 service providers
- Service provider delivery capability assessment
- Remarks on key strengths and areas of improvement for each service provider
- Service provider landscape

Scope of this report:



Geography
Global



Service providers
25 leading CWM/MSP service providers



Services
Contingent Workforce Management and Services Procurement

Service provider landscape – summary

Stark differences exist in service providers' capabilities across contingent categories. Allegis Global Solutions, Guidant Global, Hays Talent Solutions, KellyOCG, Pontoon Solutions, PRO Unlimited, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup) have been positioned as Leaders on the Everest Group CWM/MSP PEAK Matrix®, while Allegis Global Solutions, Guidant Global, and KellyOCG have been positioned as Leaders on the Everest Group services procurement / SOW PEAK Matrix®

The CWM/MSP market is highly fragmented and competitive, with no player holding a dominant market share. Allegis Global Solutions is ahead of the rest of the competition in the CWM/MSP market in terms of overall services procurement spend under management

Talent Solution TAPFIN (ManpowerGroup) has meaningful CWM/MSP presence across all major geographies; multiple service providers display strong capabilities in different regions and Allegis Global Solutions has meaningful services procurement presence across all geographies; multiple service providers display strong capabilities in different regions

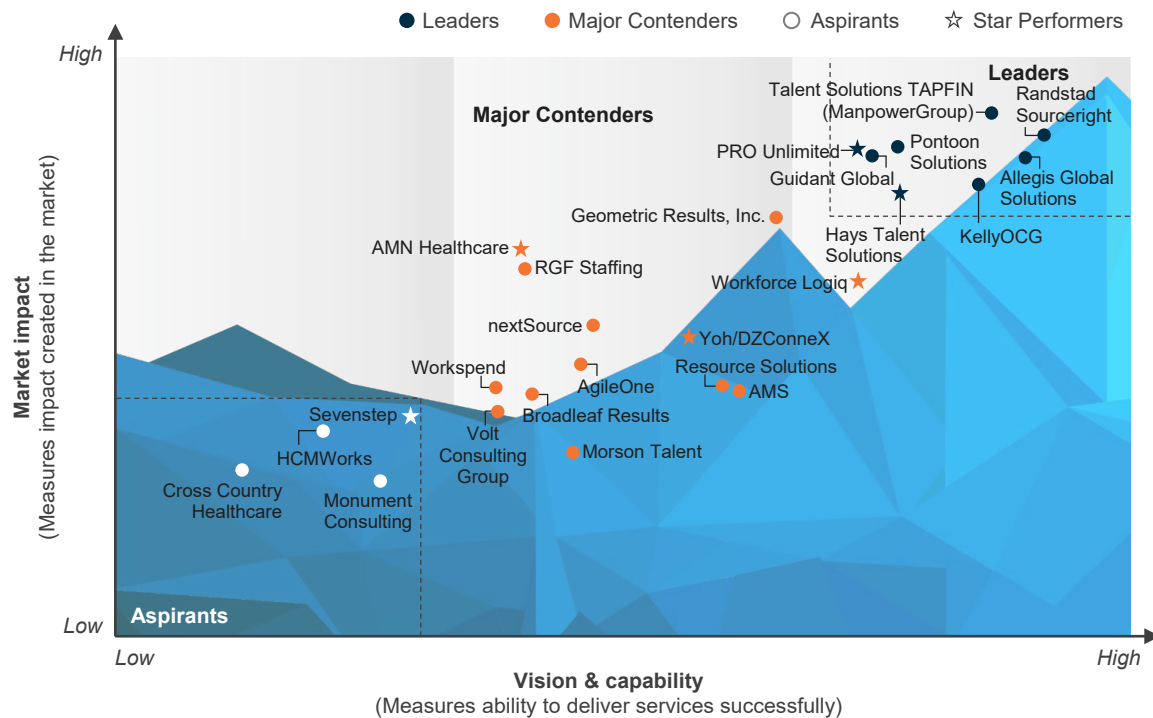
The provider landscape by buyer industries is extremely fragmented because different service providers have strength in / focus on different industries. Providers such as Randstad Sourceright, KellyOCG, and Talent Solutions TAPFIN (ManpowerGroup) have more distributed CWM/MSP portfolios, while others are concentrated in fewer industries. Most of the providers have experience in managing IT/telecom and professional services spend in terms of services procurement, with very few providers managing spend across all categories

Leaders hold more than 60% of the global CWM outsourcing market in terms of spend under management and more than 40% of the total services procurement spend under management by MSPs

While there is significant gap between Leaders and others in both CWM/MSP and services procurement PEAK Matrix® in most of the dimensions, the gap is relatively narrower in terms of value perceived by referenced buyers

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

CWM/MSP PEAK Matrix® Assessment 2021¹



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

- XXX is a subsidiary of XXX, one of the world's largest staffing and recruitment services companies. Its expertise spans permanent workforce, contingent workforce, integrated talent, and advisory solutions
- It has a diversified portfolio with significant delivery capability across geographies, categories, and job roles. Enterprises looking for a global service provider to execute complex multi-country/-continent deals spanning industries and job roles will find XXX' offering compelling

Areas of improvement

- While it has experience serving clients' in European and Latin American countries (primarily as part of multi-country deals), locally headquartered buyers looking for curated solutions in these countries should evaluate XXX' capabilities carefully, given the relative lack of such clientele in its portfolio
- While it is investing in and leveraging direct sourcing in its existing MSP deals, clients need to evaluate the depth and breadth of its direct sourcing capabilities and experiences before engaging

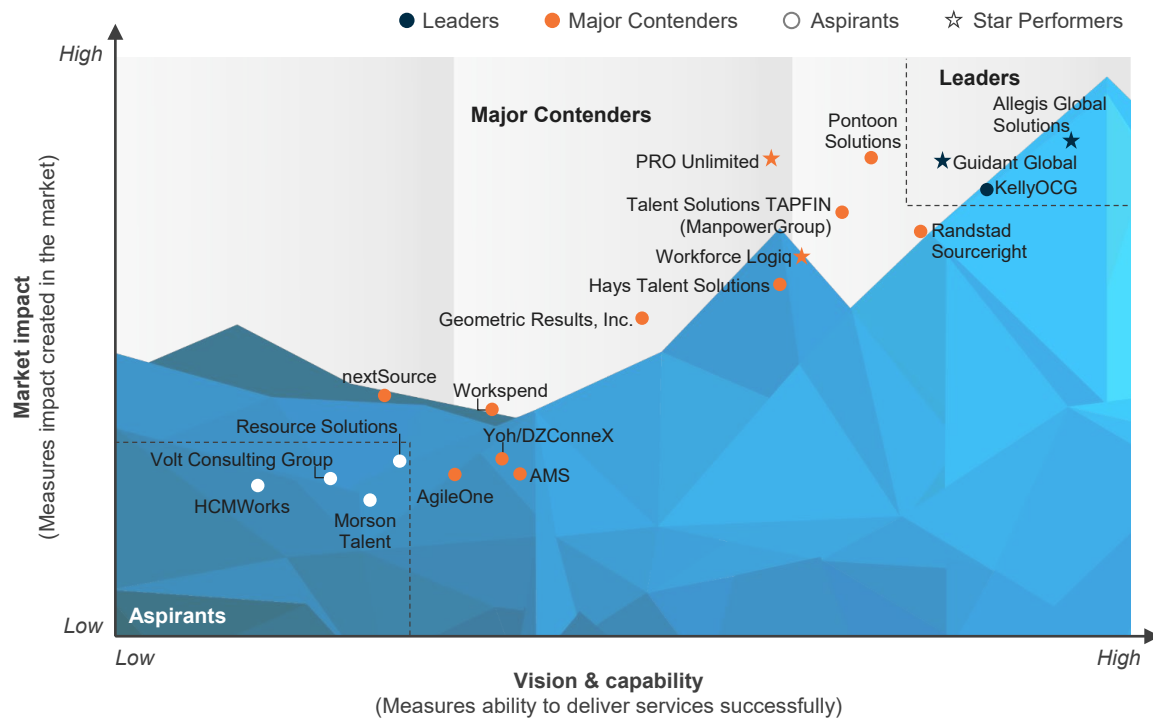
1 Assessment for AgileOne, Broadleaf Results, Volt Consulting Group, and Workspend among Major Contenders and Aspirants (except Sevenstep) excludes service provider inputs. The analysis for these providers is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with CWM/MSP buyers. For these companies, Everest Group's data for assessment may be less complete.

Note: For a detailed assessment of contingent workforce (staffing) providers in US, please refer to [US Contingent Workforce \(Staffing\) Provider PEAK Matrix® Assessment 2021 – Going Beyond Scale](#).

Source: Everest Group (2021).

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

Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2021¹



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
●	●	●	●	●	●	●	●	●

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Source: Everest Group (2021).

Research calendar

Contingent Workforce Management

■ Published
 ■ Planned
 ■ Current release

Flagship reports

	Release date
Contingent Workforce Management (CWM) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	August 2020
Tackling the Global Pandemic: Contingent Workforce Management (CWM) State of the Market Report 2021	October 2020
Vendor Management System (VMS) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2021	March 2021
US Contingent Workforce (Staffing) Provider Landscape with PEAK Matrix® Assessment 2021 – Going Beyond Scale	June 2021
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2021	July 2021
CWM State of the Market Report 2021	Q3 2021
VMS State of the Market Report 2021	Q3 2021

Thematic 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
Disruption in IT Staffing	May 2021
MSP 4.0	Q3 2021
Demystifying Direct Sourcing	Q3 2021

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



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