

# Outplacement and Career Transition Services PEAK Matrix® Assessment 2023

December 2022: Complimentary Abstract / Table of Contents



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- ▶ Software Product Engineering Services
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- ▶ Talent Excellence ITS
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- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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

**Krishna Charan**, Practice Director

**Raghavendra Gupta**, Senior Analyst

**Sailesh Hota**, Senior Analyst

**Swapnil Varshney**, Analyst

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## Introduction

The outplacement and career transition services industry has experienced a strong growth over the last decade. 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 employment uncertainty. 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 2022. 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
- Outplacement and Career Transition Services PEAK Matrix for 2023
- 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

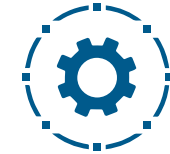


**Geography**  
Global



#### Service providers

Coverage<sup>1</sup>: Across 16 outplacement and career transition service providers with multi-process capability including ABC Consultants, Career minds, Career Partners International, Career Star Group, Challenger, Gray & Christmas, Inc., Connor Consultancy, Felix Global, GetFive, Global Outplacement Alliance, Husys, Intoo, LHH, Monroe Consulting Group, Randstad RiseSmart, Right Management (Talent Solutions), and VelvetJobs



**Services**  
Outplacement and Career Transition Services

<sup>1</sup> While we considered a much bigger list of outplacement and career transition service providers, these 16-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 2023

- 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
  - **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, and VelvetJobs
- Everest Group also identified the following providers as Star Performers based on their year-over-year movement on the PEAK Matrix® (in alphabetical order): Felix Global, LHH , and Right Management (Talent Solutions)

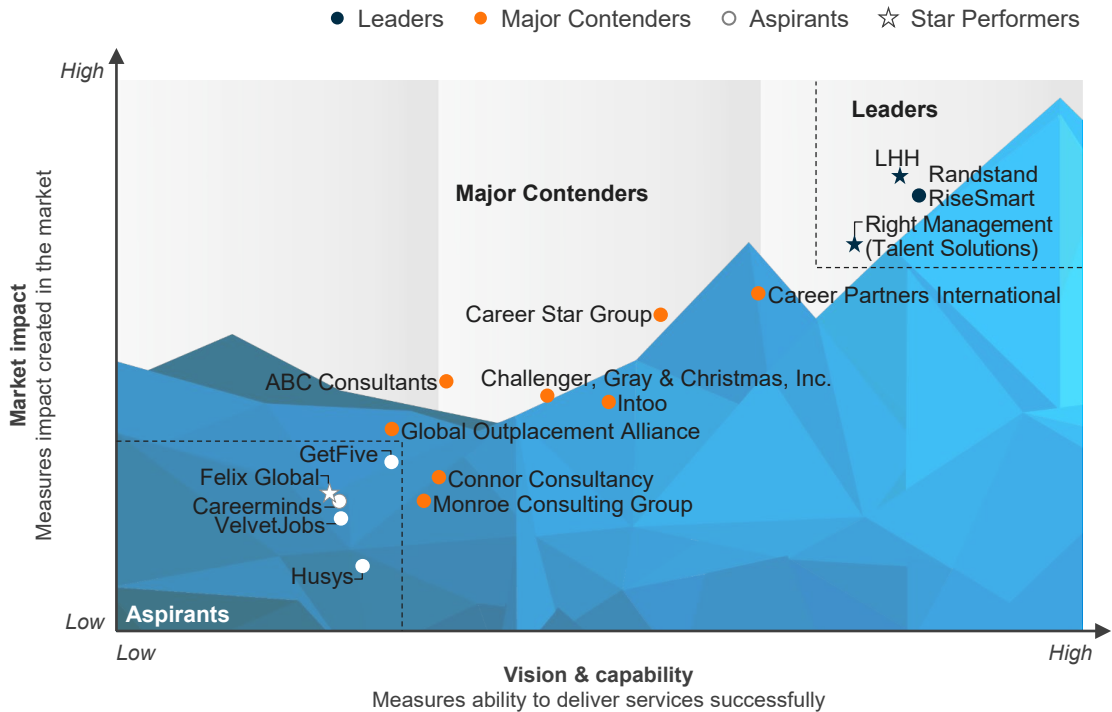
### Outplacement and career transition service provider commentary

- 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 2023<sup>1,2</sup>



Capability assessment

Illustrative example

Measure of capability: ☐ Low ● High

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
Provider 1	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provider 2	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provider 3	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provider 4	☐	☐	☐	☐	●	☐	☐	☐	☐
Provider 5	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provider 6	☐	☐	☐	☐	☐	☐	☐	☐	☐
Provider 7	☐	☐	☐	☐	☐	☐	●	☐	☐
Provider 8	☐	☐	☐	☐	☐	☐	☐	☐	☐
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**

- Provider 1 is a global partnership of X service providers delivering outplacement and career transition services across North America, EMEA, and ANZ
- Provider 1 serves buyers across various industries, including hi-tech and telecom, BFSI, and pharma and life sciences

**Limitations**

- Provider 1 has not yet developed strong delivery capabilities across Asia Pacific and Latin America, limiting its abilities to execute complex multi-country deals
- It has not yet developed a unified technology solution to deliver its services. This might not be suitable for clients seeking a digital experience for transitioning employees

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, GetFive, LHH, Randstad RiseSmart, and Right Management (Talent Solutions)  
 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 (2022)

# Research calendar

## Human Resources Outsourcing (HRO)

Published Planned Current release

Reports title	Release date
Navigating Change with Technology for Better Rol	May 2022
360-degree Digital Adoption	June 2022
The Payroll Transformation Journey	June 2022
Employee Experience Management (EXM) Platforms – Technology Vendor Compendium 2022	June 2022
Multi-process Human Resources Outsourcing (MPHRO) Services – Service Provider Compendium 2022	June 2022
Digital Adoption Platform (DAP) Products PEAK Matrix® Assessment with Technology Vendor Landscape 2022	August 2022
Learning Experience Platforms (LXP) – Technology Vendor Landscape with PEAK Matrix® Assessment 2023	September 2022
Multi-country Payroll (MCP) Solutions PEAK Matrix® Assessment with Service Provider Landscape 2023	September 2022
Employer of Record (EOR) – Solutions Provider Landscape with PEAK Matrix® Assessment 2023	September 2022
Employee Experience Management (EXM) State of the Market Report 2023	October 2022
Digital Adoption Platform (DAP) Products Compendium 2023	October 2022
Multi-country Payroll Solutions (MCPS) – Solutions Provider Compendium 2023	November 2022
Digital Adoption Platform (DAP) – State of the Market 2023	December 2022
<b>Outplacement and Career Transition Services PEAK Matrix® Assessment 2023</b>	<b>December 2022</b>
Multi-Country Payroll Solutions (MCPS) – State of the Market 2023	Q4 2022

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[info@everestgrp.com](mailto:info@everestgrp.com)

+1-214-451-3000

### Bangalore

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-80-61463500

### Delhi

[india@everestgrp.com](mailto:india@everestgrp.com)

+91-124-496-1000

### London

[unitedkingdom@everestgrp.com](mailto:unitedkingdom@everestgrp.com)

+44-207-129-1318

### Toronto

[canada@everestgrp.com](mailto:canada@everestgrp.com)

+1-647-557-3475

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