

Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2022

August 2022: Complimentary Abstract / Table of Contents



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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 experiencing traction on account of the aftereffects 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 24 CWM/MSP service providers are segmented into the categories of 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 24 service providers
- Everest Group's Services procurement / SOW PEAK Matrix evaluation, a comprehensive assessment of 18 service providers
- Service provider delivery capability assessment
- Remarks on key strengths and areas of improvement for each service provider
- Service provider landscape

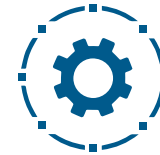
Scope of this report



Geography
Global



Providers
24 leading CWM/MSP providers



Services
Contingent Workforce Management (CWM) and services procurement

Overview and abbreviated summary of key messages (page 1 of 2)

This report examines the global MSP / CWM provider landscape and its impact on the CWM/MSP market. It focuses on provider position and growth in the CWM/MSP market, changing market dynamics and emerging provider trends, assessment of provider delivery capabilities, and key MSP / CWM provider profiles. It also identifies the key implications of the research findings for buyers and providers.

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

Everest Group CWM/MSP PEAK Matrix® 2022

Everest Group classifies 24 MSPs / CWM service providers on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:

- **Leaders:** Allegis Global Solutions, Hays, Impellam Group, KellyOCG, Magnit (previously PRO Unlimited), Pontoon Solutions, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup)
- **Major Contenders:** AgileOne, AMN Healthcare, AMS, Broadleaf Results, DZConneX, Monument Consulting, Morson Talent, nextSource, Reed Talent Solutions, RGF Staffing, Volt Consulting Group, and Workspend
- **Aspirants:** Cross Country Healthcare, HCMWorks, Quess Corp, and Sevenstep
- **Star Performers:** Allegis Global Solutions, AMN Healthcare, AMS, KellyOCG, Magnit (previously PRO Unlimited), and Monument Consulting

Everest Group Services Procurement / SOW PEAK Matrix® 2022

Everest Group classifies 18 services procurement providers on the Everest Group Products PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:

- **Leaders:** Allegis Global Solutions, Impellam Group, KellyOCG, and Randstad Sourceright
- **Major Contenders:** AMS, AgileOne, DZConneX, Hays, Magnit (previously PRO Unlimited), Monument Consulting, nextSource, Pontoon Solutions, Reed Talent Solutions, Talent Solutions TAPFIN (ManpowerGroup), and Workspend
- **Aspirants:** HCMWorks, Morson Talent, and Volt Consulting Group
- **Star Performers:** Allegis Global Solutions, KellyOCG, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup)

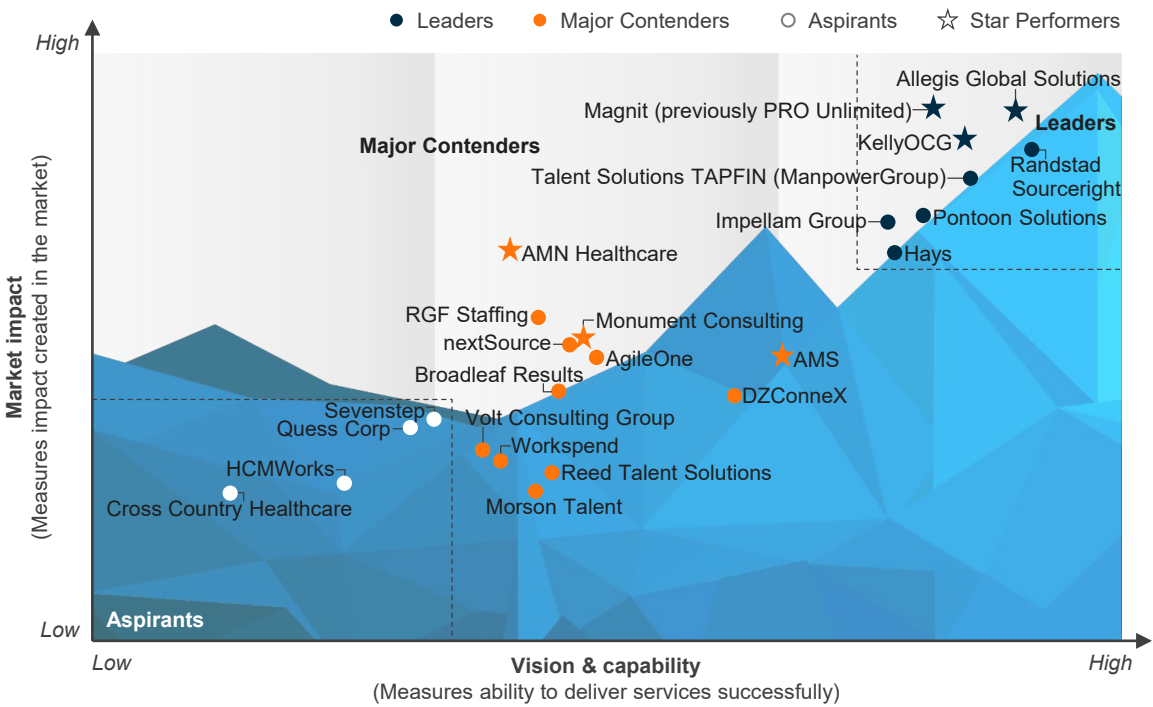
Overview and abbreviated summary of key messages (page 2 of 2)

Service provider landscape

- There are stark differences in service providers' capabilities across contingent categories. Allegis Global Solutions, Hays, Impellam Group, KellyOCG, Magnit (previously PRO Unlimited), Pontoon Solutions, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup) have been positioned as Leaders on the Everest Group CWM/MSP PEAK Matrix®, while Allegis Global Solutions, Impellam Group, KellyOCG, and Randstad Sourceright 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 competition in the CWM/MSP market in terms of overall services procurement spend under management
- Talent Solution TAPFIN (ManpowerGroup) and Allegis Global Solutions have meaningful CWM/MSP presence across all major geographies; multiple service providers display strong capabilities in different regions, while 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 strengths in / focus on different industries. Providers such as Randstad Sourceright, KellyOCG, Magnit (previously PRO Unlimited) 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 63% of the global CWM outsourcing market in terms of spend under management and more than 56% of the total services procurement spend under management by MSPs
- While there is significant gap between Leaders and others in both the CWM/MSP and services procurement PEAK Matrix® in most of the dimensions, the gap is relatively narrower in terms of the 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 2022^{1,2,3,4}



Capability assessment Illustrative example

Measure of capability: 🔄 Low ● High

Providers	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 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
●	●	●	●	●	🔄	●	●	●

- | | |
|---|--|
| <p>Strengths</p> <ul style="list-style-type: none"> Provider 1 is a vendor-neutral service provider and has a diversified portfolio across all major geographies, with North America as its core region of strength. It also has good experience in catering to clients and deals of all sizes across all major industries It is continuously strengthening its portfolio through both organic and inorganic investments to meet the end-to-end talent management needs of its clients | <p>Limitations</p> <ul style="list-style-type: none"> Provider 1's experience in managing strategic processes of the program such as supplier sourcing and category management is relatively low It lacks experience in managing permanent employees for its clients. Hence, clients looking for a Total Talent Acquisition (TTA) solution may not find its offering adequate |
|---|--|

1 Assessment for AgileOne, Cross Country Healthcare, HCMWorks, Morson Talent, Volt Consulting Group, and Workspend excludes service provider inputs and Reed Talent Solutions includes partial service provider inputs. The analysis for these providers is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and our interactions with CWM/MSP buyers. For these companies, data for assessment may be less complete

2 The analysis for RGF Staffing aggregates data for Advantage Group (US), Solvus/Public-Sourcing (BE), Unique (GE), and Chandler Macleod (AUS) MSP brands of the firm

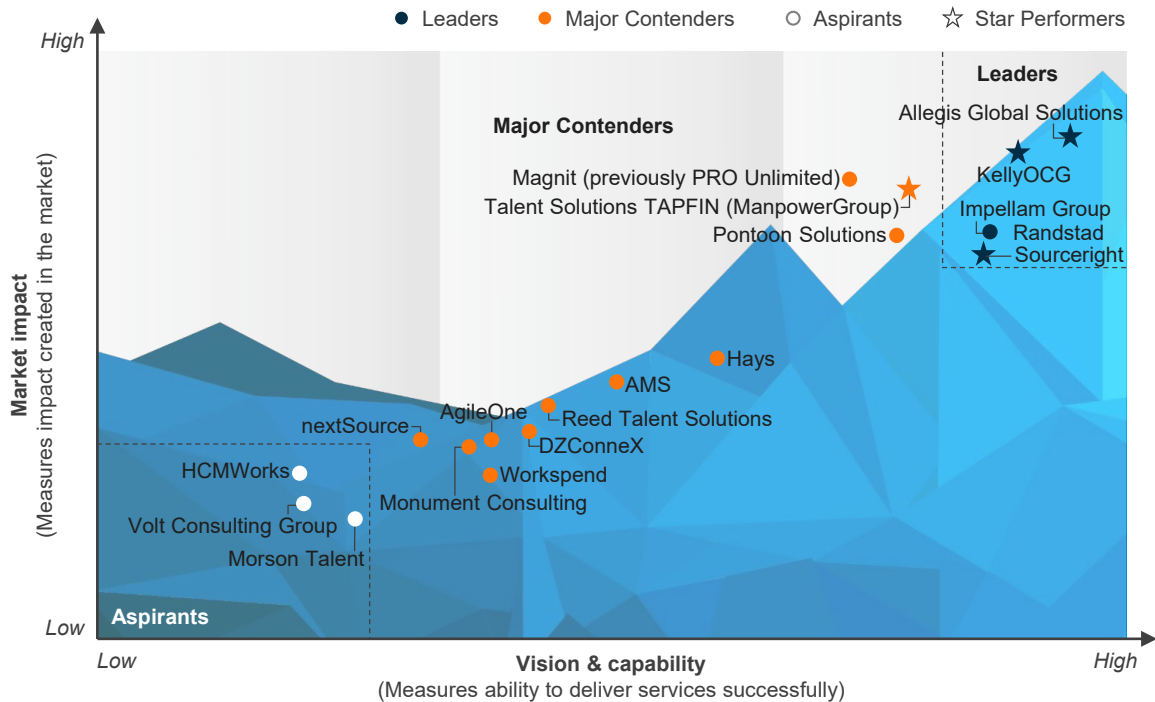
3 The analysis for Impellam Group aggregates data for Guidant Global, Comensura, Lorien, and Medacs Global Group (MGG) brands of the firm

4 The analysis for Magnit (previously PRO Unlimited) also aggregates Workforce Logiq and Brainnet MSPs of the firm (acquired in 2021)

Source: Everest Group (2022)

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 2022^{1,2,3}



Capability assessment

Illustrative example

Measure of capability: 🟡 Low 🟢 High

Providers	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 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 vendor-neutral service provider and has a diversified portfolio across all major geographies, with North America as its core region of strength. It also has good experience in catering to clients and deals of all sizes across all major industries
- It is continuously strengthening its portfolio through both organic and inorganic investments to meet the end-to-end talent management needs of its clients

Limitations

- Provider 1's experience in managing strategic processes of the program such as supplier sourcing and category management is relatively low
- It lacks experience in managing permanent employees for its clients. Hence, clients looking for a Total Talent Acquisition (TTA) solution may not find its offering adequate

1 Assessment for AgileOne, HCMWorks, Morson Talent, Volt Consulting Group, and Workspend excludes service provider inputs and Reed Talent Solutions includes partial service provider inputs. The analysis for these providers is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and our interactions with CWM/MSP buyers. For these companies, data for assessment may be less complete

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3 The analysis for Magnit (previously PRO Unlimited) also aggregates Workforce Logiq and Brainnet MSPs of the firm (acquired in 2021)

Source: Everest Group (2022)

Research calendar

Contingent Workforce Management

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Vendor Management System (VMS) State of the Market Report 2021 – Keeping Pace with Rapidly Evolving Buyer Expectations	September 2021
Contingent Workforce Management (CWM) State of the Market Report 2022 – The Next Frontier to Address Unprecedented Talent Challenges	October 2021
The Next Era in Talent Management: Leveraging a Once-in-a-Lifetime Strategic Shift	November 2021
Workday Acquires VNDLY: Enabling an Integrated Platform-Driven Approach for Total Talent Management (TTM)	December 2021
Future of Work Series Reimagining Workforce and Workplace Mechanics: Who Will Do the Work?	February 2022
Direct Sourcing for Contingent Workforce: a Talent-Centric Approach to Address Today’s Unprecedented Workforce Challenges	March 2022
Vendor Management System (VMS) PEAK Matrix® Assessment with Technology Vendor Landscape 2022	May 2021
Vendor Management System (VMS) – Technology Vendor Compendium 2022	July 2022
Future of Work Series Reimagining Workforce and Workplace Mechanics: How Will Work Be Done	August 2022
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2022	August 2022
Talent Community / Direct Sourcing Technology as a Gateway to Total Talent Acquisition (TTA)	Q3 2022
Role of Vendor Management Systems (VMS) in Enabling Contingent Workforce as a Strategic Lever	Q3 2022
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) Provider Compendium 2022	Q3 2022
CWM and VMS State of the Market Report 2022	Q3 2022

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