

# Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2023

August 2023: Complimentary Abstract / Table of Contents



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- ▶ Insurance Technology (InsurTech)
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- ▶ Mortgage Operations
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- ▶ Network Services and 5G
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- ▶ Process Mining
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
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# Contents

<b>1. Introduction and overview</b>	<b>6</b>
• Research methodology	7
• Key information on the report	8
• Background of the research	9
<b>2. Summary of key messages</b>	<b>10</b>
• Contingent Workforce Management (CWM) / Managed Service Provider (MSP) PEAK Matrix® Assessment 2023	11
• Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2023	12
<b>3. Service provider landscape</b>	<b>13</b>
• Service provider landscape summary	14
• Service provider landscape by managed spend	15
• Service provider landscape by geography	19
• Service provider landscape by industry and category managed	21
• Performance on key parameters	23
<b>4. CWM/MSP PEAK Matrix® characteristics</b>	<b>25</b>
• PEAK Matrix framework	26
• Everest Group PEAK Matrix for CWM/MSP	29
• Summary dashboard of Leaders, Major Contenders, and Aspirants	30
• Characteristics of Star Performers	34
<b>5. Services procurement / SOW PEAK Matrix® characteristics</b>	<b>37</b>
• Everest Group PEAK Matrix for services procurement / SOW	38
• Summary dashboard of Leaders, Major Contenders, and Aspirants	39
• Characteristics of Star Performers	43

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# Contents

<b>6. Enterprise sourcing considerations</b>	<b>45</b>
• AgileOne	46
• Allegis Global Solutions	48
• AMN Healthcare	50
• AMS	52
• Broadleaf Results	54
• Cross Country Healthcare	56
• CXC Global	58
• DZConneX	60
• Eastridge Workforce Solutions	62
• Hays	64
• HCMWorks	66
• Impellam Group	68
• KellyOCG	70
• Magnit	72
• Monument Consulting	74
• Morson Talent	76
• NES Advantage	78
• nextSource	80
• Pontoon Solutions	82
• Quess Corp	84
• QX Global	86

# Contents

<b>6. Enterprise sourcing considerations (continued)</b>	
• Randstad Sourceright	88
• Reed Talent Solutions	90
• Resource Solution	92
• Resourgenix	94
• RGF Staffing	96
• Sevenstep	98
• Talent Solutions TAPFIN (ManpowerGroup)	100
• Volt Consulting Group	102
• Workspend	104
<b>7. Appendix</b>	<b>106</b>
• Glossary	107
• Research calendar	108

## Background of the research

The CWM/MSP industry is witnessing significant growth, and the aftermath of the pandemic, leading to increasing demand for contingent workforce, has further fueled this expansion. However, providers are cautious about the potential economic slowdown. To ensure resilience, they are investing in improving services delivery capabilities, process digitalization, total talent acquisition (TTA), and newer talent acquisition models like services procurement, independent contractors / freelancers, and direct sourcing.

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 30 CWM/MSP service providers are segmented into the categories of Leaders, Major Contenders, Aspirants, and Star Performers.

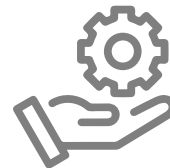
### In this research, we focus on:

- Everest Group's CWM/MSP PEAK Matrix evaluation, a comprehensive assessment of 30 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**  
30 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® 2023

- Everest Group classifies 30 MSPs / CWM service providers on the Everest Group Services PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
  - **Leaders:** Allegis Global Solutions, Hays, Impellam Group, KellyOCG, Pontoon Solutions, Magnit, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup)
  - **Major Contenders:** AgileOne, AMN Healthcare, AMS, Broadleaf Results, CXC Global, DZConneX, Eastridge Workforce Solutions, Monument Consulting, Morson Talent, NES Advantage, nextSource, Reed Talent Solutions, Resource Solutions, RGF Staffing, Volt Consulting Group, and Workspend
  - **Aspirants:** Cross Country Healthcare, HCMWorks, Quess Corp, QX Global, Resourgenix, and Sevenstep
  - **Star Performers:** AMN Healthcare, AMS, CXC Global, Eastridge Workforce Solutions, Magnit, Monument Consulting, RGF Staffing, and Talent Solutions TAPFIN (ManpowerGroup)

### Everest Group Services Procurement / SOW PEAK Matrix® 2023

- Everest Group classifies 18 services procurement providers on the Everest Group Services PEAK Matrix® into the three categories of Leaders, Major Contenders, and Aspirants:
  - **Leaders:** Allegis Global Solutions, Impellam Group, KellyOCG, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup)
  - **Major Contenders:** AMS, AgileOne, DZConneX, Hays, Magnit, Monument Consulting, nextSource, Pontoon Solutions, Reed Talent Solutions, and Workspend
  - **Aspirants:** HCMWorks, Morson Talent, and Volt Consulting Group
  - **Star Performers:** Allegis Global Solutions, KellyOCG, Monument Consulting, and Talent Solutions TAPFIN (ManpowerGroup)

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

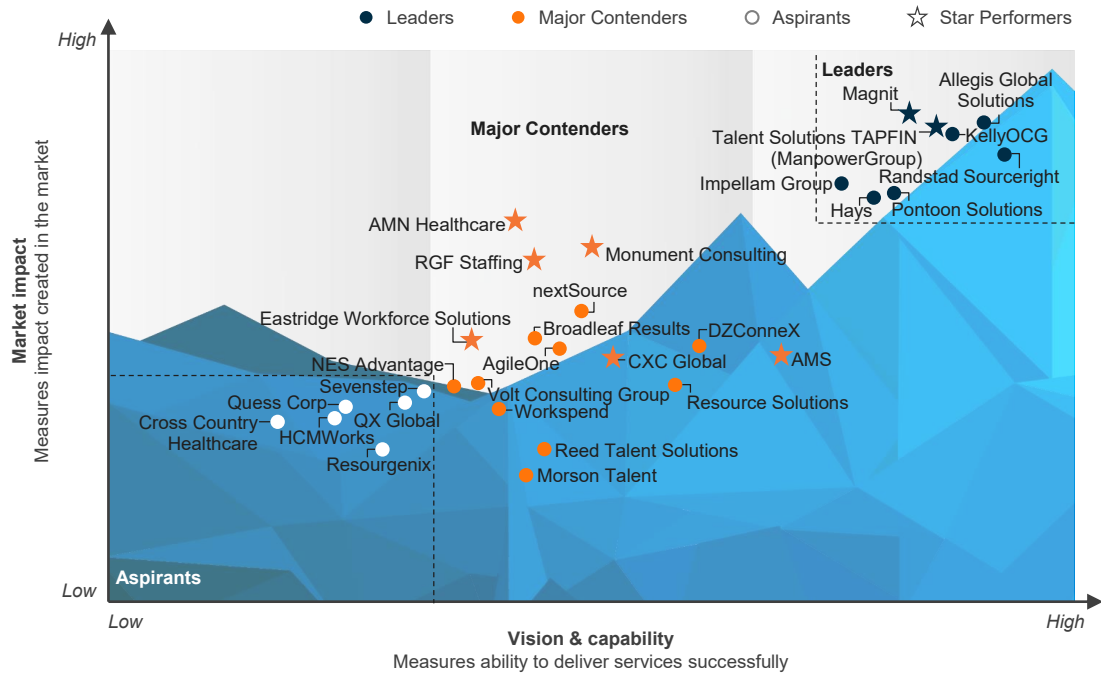
### Service provider landscape

- There are stark differences in service providers' capabilities across contingent categories. Allegis Global Solutions, Hays, Impellam Group, KellyOCG, Magnit, 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, Randstad Sourceright, and Talent Solutions TAPFIN (ManpowerGroup) 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 Magnit, 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 53% 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 2023<sup>1,2,3,4</sup>



- 1 Assessment for AgileOne, Broadleaf Results, Cross Country Healthcare, HCMWorks, Morson Talent, Reed Talent Solutions, Volt Consulting Group, and Workspend 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 our interactions with CWM/MSP and SOW 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, and Lorien brands of the firm
- 4 The analysis for Magnit (previously PRO Unlimited) also aggregates data from its recent acquisitions - Geometric Results, Inc., Workforce Logiq and Brainnet

Source: Everest Group (2023)

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**

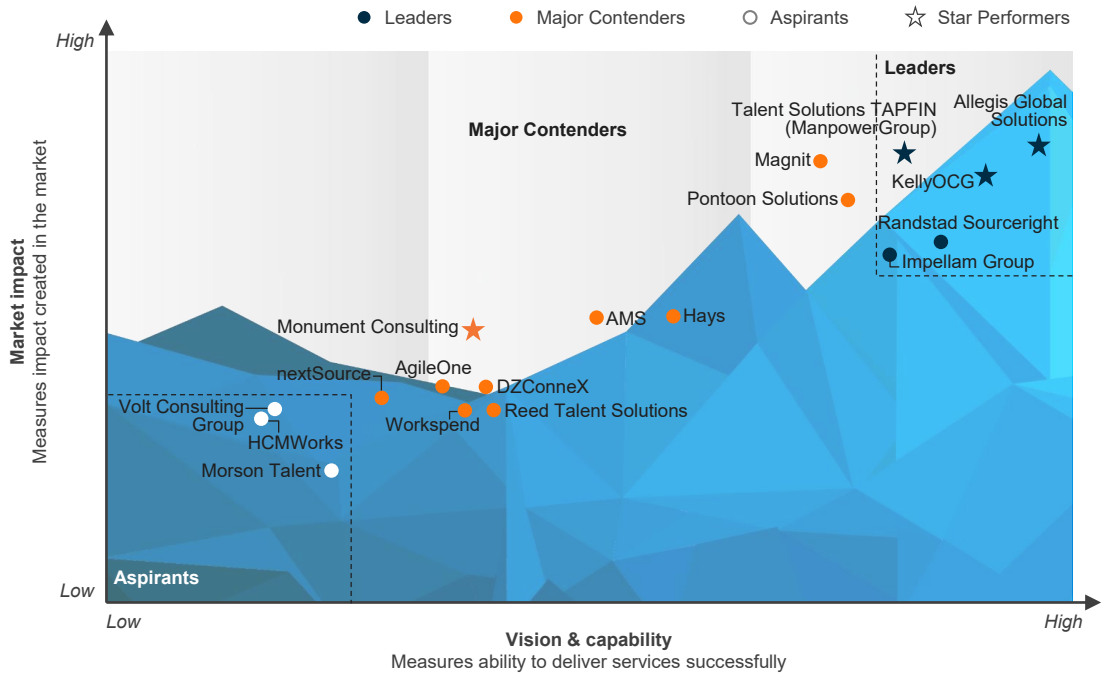
- Provider 1 is a global provider of HR and talent services, offering an integrated suite of solutions across outsourcing (RPO, MSP, SOW, and total talent management), specialist recruitment services, and workforce advisory. It has rich experience in managing ICs/freelancers
- It has delivery capabilities across major markets, with a particularly strong presence in the UK, Continental Europe, and Asia Pacific

**Limitations**

- Provider 1's operational presence is primarily restricted to North America. Buyers from Europe, Latin America, APAC, and the Middle East & Africa should carefully assess its capabilities vis-à-vis their specific requirements
- It does not offer a wide range of consulting and advisory services. Buyers seeking strategic advisory-related support from their service providers need to evaluate its capabilities carefully

# 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

## Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2023<sup>1,2,3</sup>



1 Assessment for AgileOne, HCMWorks, Morson Talent, Reed Talent Solutions, Volt Consulting Group, and Workspend 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 our interactions with CWM/MSP buyers. For these companies, data for assessment may be less complete

2 The analysis for Impellam Group aggregates data for Guidant Global, Comensura, and Lorien brands of the firm

3 The analysis for Magnit (previously PRO Unlimited) also aggregates data from its recent acquisitions - Geometric Results, Inc., Workforce Logiq and Brainnet

Source: Everest Group (2023)

## 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 continues to experience strong growth in its services procurement offering, owing to its consistent efforts to build capabilities across the value chain
- It is developing appropriate services procurement technology capabilities, making investments to hire experienced procurement professionals, and partnering with procurement advisory firms

### Limitations

- Provider 1 has limited experience in handling strategic services procurement management processes, such as RFX creation, supplier selection, and contract negotiation
- Its services procurement portfolio is skewed toward the North American market. Clients looking for services procurement capabilities beyond North America need to evaluate its capabilities carefully

# Research calendar

## Contingent Workforce Management

Published Planned Current release

Reports title	Release date
Vendor Management System (VMS) PEAK Matrix® Assessment with Technology Vendor Landscape 2022	May 2022
Vendor Management Systems (VMS) – Vendor Profile Compendium 2022	July 2022
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / SOW PEAK Matrix® Assessments 2022	August 2022
Direct Sourcing as a Gateway to Total Talent Acquisition (TTA)	September 2022
The Role of Technology in Enabling Strategic Contingent Workforce Management (CWM)	October 2022
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / SOW – Service Provider Compendium 2023	November 2022
Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market Report 2023 – Thriving in the Next Normal	December 2022
Beeline Acquires Utmost: Enabling a Platform-driven Model for Total Talent Visibility	January 2023
Contingent Workforce – a Strategic Lever to Drive Resilience and Sustainable Agility	March 2023
Operationalizing the Total Talent Acquisition (TTA) Model	April 2023
Vendor Management System (VMS) Products PEAK Matrix® Assessment 2023	May 2023
Vendor Management Systems (VMS) – Technology Provider Compendium 2023	August 2023
<b>Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / SOW PEAK Matrix® Assessments 2023</b>	<b>August 2023</b>
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / SOW – Provider Compendium 2023	Q3 2023
CWM and VMS State of the Market 2023 – Updated	Q3 2023

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