Everest Group®

Provider Compendium | Contingent Workforce Management

Contingent Workforce Management / Managed Service Provider and Services Procurement / Statement of Work – Service Provider Compendium 2023 – Updated

October 2023: Complimentary Abstract / Table of Contents

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EGR-2023-25-CA-6164

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Everest Group's CWM/MSP and services procurement research is based on multiple key sources of proprietary information

- Everest Group's proprietary database of over **1,950 CWM/MSP and services procurement deals** (updated annually)
- The database tracks the following elements of each CWM/MSP deal:
  - Buyer details including industry, size, location, and signing region
  - Deal details including ACV, signing date, term, spend managed, primary pricing structure, process coverage, and geographic coverage (at country level)
  - Technology ownership and maintenance
  - Global sourcing

- Everest Group's proprietary database of operational capability of 30+ service providers (updated annually)
- The database tracks the following capability elements for each provider:
  - CWM/MSP deals, managed spend, revenue, service suite, and employees
  - Recent CWM-/MSP-related developments (investments and partnerships)
  - CWM/MSP deals split by geography, industry, scope, funding model, and buyer size
  - Managed spend split by geography, industry, job family, and type of sourcing model
  - Delivery locations and level of offshoring
  - Supplier partners by geography

- Ongoing buyer surveys and interactions
- Everest Group's executive interviews and data collected from CWM/MSP & services procurement buyers
- The data contains the following detailed buyer perspectives about services procurement deals:
  - Drivers for adopting CWM/MSP and buyer-provider relationships
  - The level of buyer satisfaction and the underlying reasons

- The analysis in this report is presented at three levels:
  - Service provider landscape and overview
  - CWM and services procurement PEAK Matrix® characteristics
  - Sourcing considerations for enterprises

Providers assessed

AgileOne, ALLEGIS GLOBAL SOLUTIONS, AMN Healthcare, AIMS, Broadleaf, CROSS COUNTRY HEALTHCARE, CXC, DZConneX, Eastridge, HAYS Working for your tomorrow, HCMWORKS, Impellam Group, KellyOCG, Magnit, MONUMENT CONSULTING, morson group, NES ADVANTAGE, nextSource, pontoon, QUESS WINNING TOGETHER, RX GLOBAL GROUP, randstad sourceright, Reed Talent Solutions, RESOURCESOLUTIONS, RESOURGENIX DELIVERING TALENT, RGF Staffing, SEVENSTEP, workspend, Talent Solutions TAPFIN ManpowerGroup, VOLT Consulting Group

Note 1: The term Contingent Workforce Management (CWM) and Managed Service Provider (MSP) are used interchangeably
Note 2: The analysis for RGF Staffing includes Advantage Group (US), Solvus/Public-Sourcing (BE), Unique (GE), Chandler Macleod (AUS) MSP brands of RGF Staffing
Note 3: The analysis for Impellam Group aggregates data for Guidant Global, Comensura, and Lorien brands of the firm
Note 4: The analysis for Magnit (previously PRO Unlimited) also aggregates Geometric Results, Inc. (acquired in 2022), Workforce Logiq (acquired in 2021), and Brainnet (acquired in 2021) MSPs of the firm
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected, is only presented back to the industry in an aggregated fashion

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

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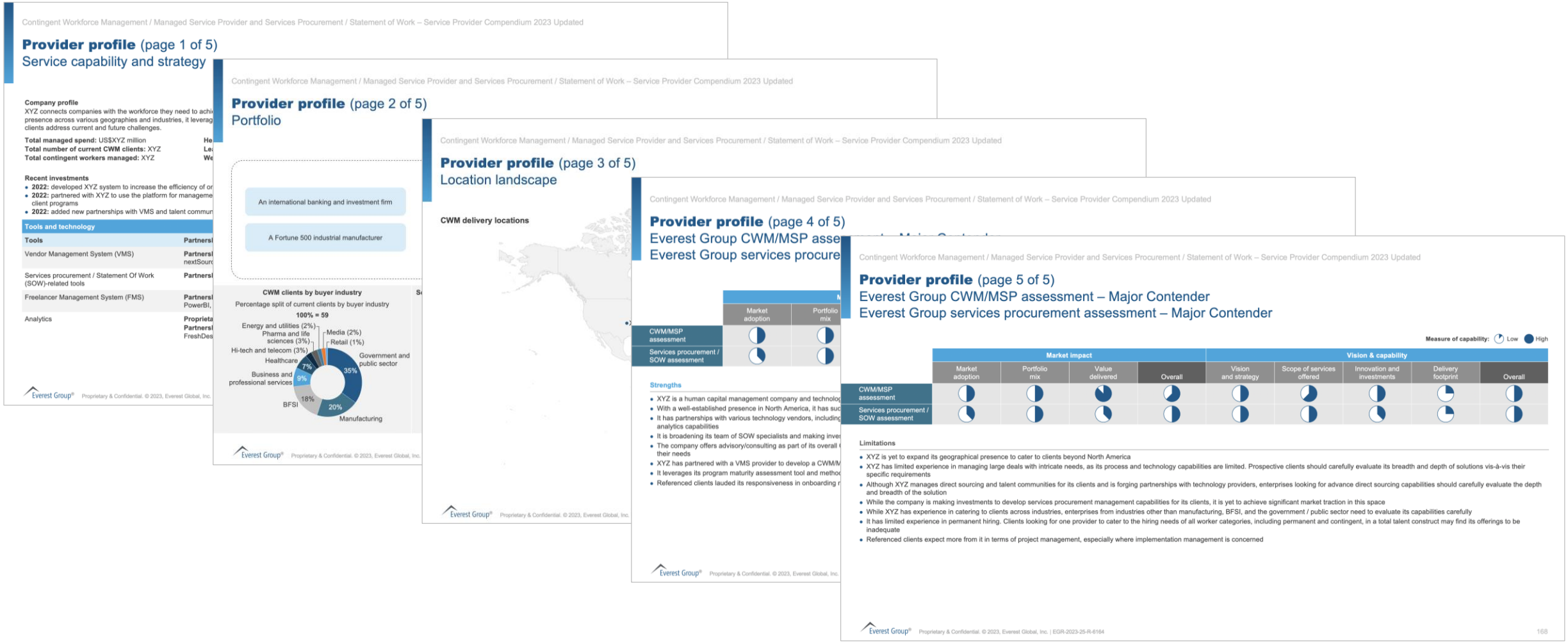
The CWM/MSP and service procurement/SOW compendium has over 30 service provider profiles



Research calendar

Contingent Workforce Management

Published | Planned | Current release

Reports title	Release date
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
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / SOW PEAK Matrix® Assessments 2023	August 2023
Contingent Workforce Management / Managed Service Provider and Services Procurement / Statement of Work – Service Provider Compendium 2023 – Updated	**October 2023**
Aligning Stakeholders and Technology in Contingent Workforce Management (CWM)	Q4 2023
Avionté Acquires SimpleVMS: Enabling Integrated Platform for End-to-end Contingent Workforce Management (CWM) and Staffing Solutions	Q4 2023
Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market 2023	Q4 2023
Vendor Management Systems (VMS) – Vendor Landscape with PEAK Matrix® Assessment 2024	Q2 2024
Vendor Management Systems (VMS) – Vendor Profile Compendium 2024	Q2 2024
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2024	Q2 2024

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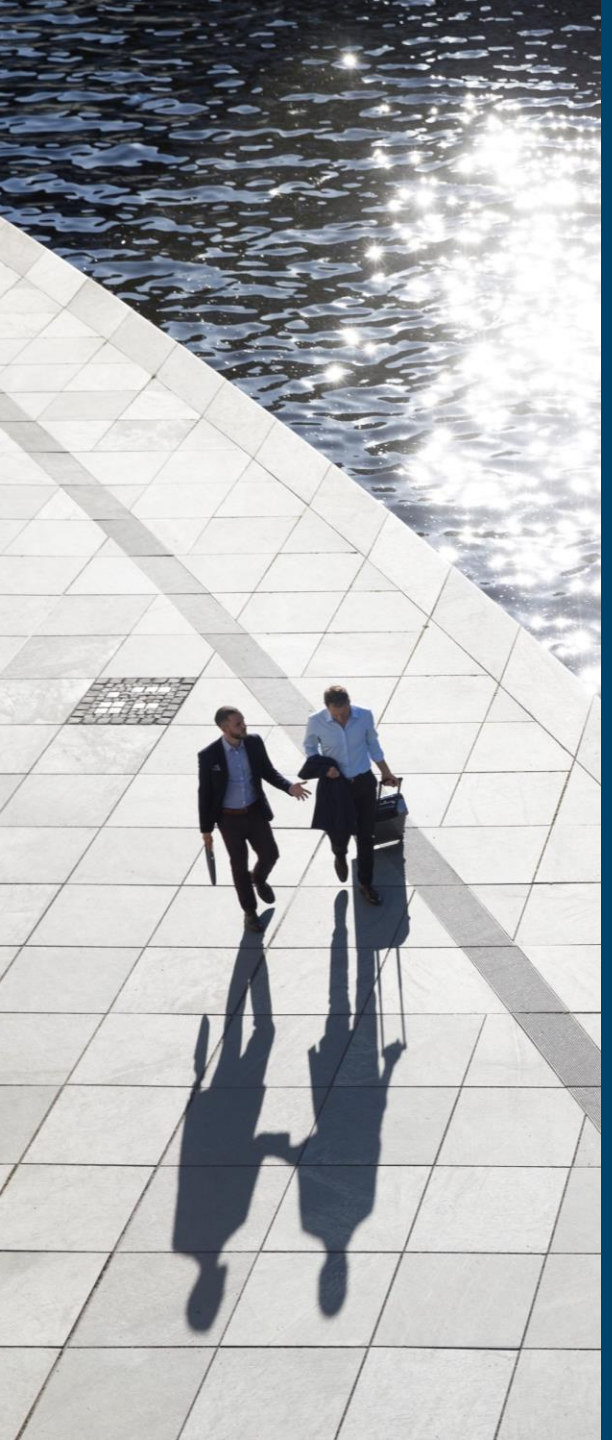

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