

Contingent Talent and Strategic Solutions State of the Market 2023 – Elevating Efficiency and Experience to Navigate Uncertain Times

December 2023: Complimentary Abstract / Table of Contents



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- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
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Background of the research

In the years following the pandemic, the contingent talent and strategic solutions industry experienced an unprecedented surge in demand, propelling its growth throughout 2022. This surge was fueled by enterprises grappling with persistent challenges in talent acquisition, stemming from both a skills deficit and a high rate of voluntary employee turnover. While 2023 brought about a degree of market growth deceleration due to macroeconomic uncertainties, the fundamental imbalance between talent supply and demand endured, resulting in a protracted global talent shortage. In this report, we discuss the persistent talent gap and explore the opportunities that have arisen for contingent talent and strategic solution providers. These opportunities encompass strategic investments in technology-driven solutions, managed services, and comprehensive learning and upskilling initiatives.

In this report, we focus on:

- Contingent talent and a strategic solutions market overview
- Key market trends
- Key investment themes for service providers
- Service provider landscape

Scope of this report



Geography
US and UK



Industry
Contingent talent and strategic solutions



Services
Contingent staffing

Overview and abbreviated summary of key messages

This report examines the current and the future state of the contingent talent and a strategic solutions market. It also focuses on evolving market dynamics and how staffing providers are re-strategizing their offerings to stay relevant in this field.

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

Market overview

- The US and the UK staffing markets are highly fragmented with generally diversified portfolios across job roles. The US market is larger and more fragmented than the UK market
- While both the US and UK staffing markets exhibited varying degrees of recovery in 2021-2022, they both experienced a slowdown in 2023 due to differing levels of macroeconomic uncertainties

Key market trends

- Global economic slowdown in 2023 causing expected short-term effects, with a rebound in hiring as organizations adapt to changing preferences, business models, and talent shortages
- Persistent talent supply-demand gap despite a slight decrease in job openings and increased unemployment rates. In the US, the gap is narrowing, while in the UK, the number of unemployed surpasses job openings
- Stakeholders prioritize efficiency and experience in the evolving business landscape, driven by factors like increased tech adoption, remote work, and competition from digital players
- Growing adoption of non-traditional contingent hiring models, facilitated by staffing technology, digital platforms, and seamless integrations

Key investment themes

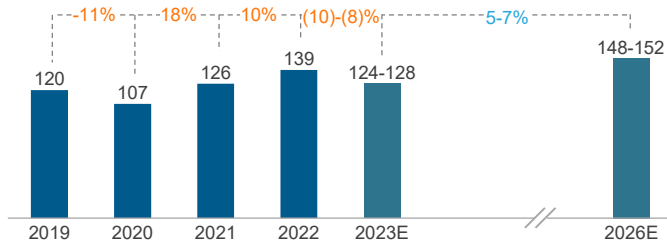
- Providers are transitioning from offering just upskilling courses to providing holistic career development programs
- Providers are broadening their services beyond staff augmentation, moving into managed services to enhance growth and market prospects
- Providers are aiming for a seamless delivery experience by integrating multiple delivery models, and striving to offer an omnichannel experience
- Providers are aiming to create an integrated ecosystem of technology solutions to enhance the stakeholder experience and facilitate efficient delivery

This study provides a deep dive into key aspects of the contingent talent and a strategic solutions market; below are four charts to illustrate the depth of the report

Market size in the US and the UK

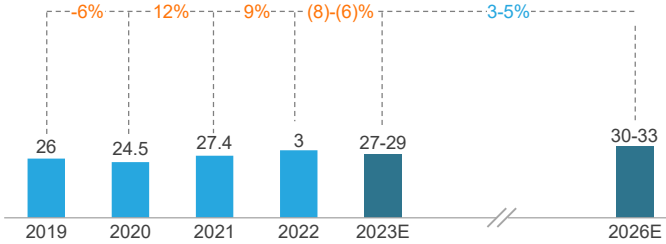
US contingent talent and strategic solutions market size
US\$ billion

XX% YoY change XX% CAGR E = Estimate



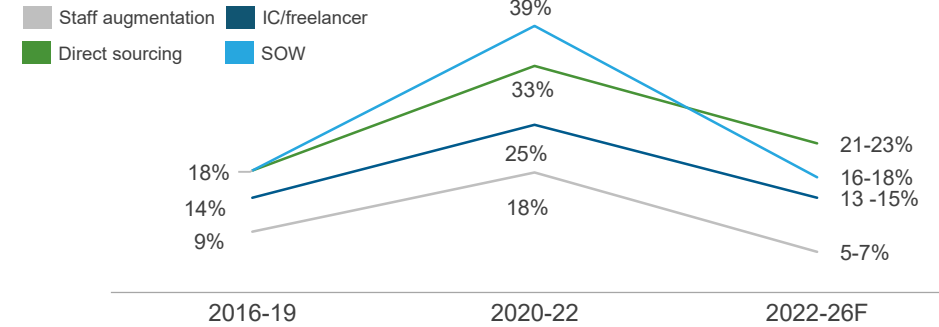
UK contingent talent and strategic solutions market size
US\$ billion

XX% YoY change XX% CAGR E = Estimate



Increased adoption of non-traditional contingent hiring models

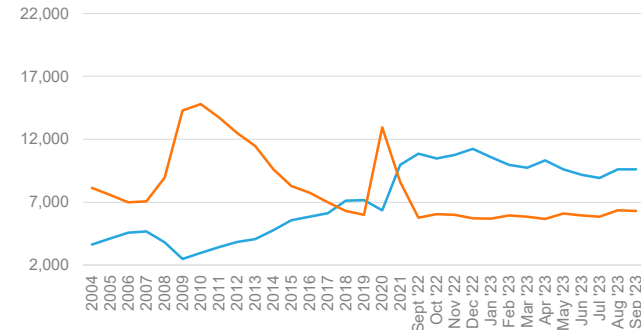
CWM/MSP spend growth on various contingent models/constructs*
Percentage growth (CAGR)



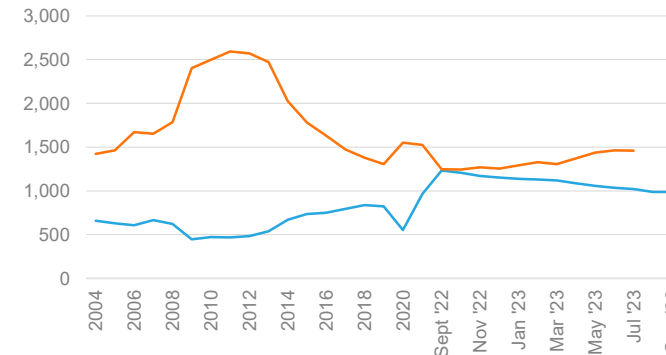
* 2020 (pandemic year) data excluded due to outlier data

Talent shortage in the US and the UK

US data



UK data



Providing an omnichannel delivery experience



* Includes onshore, nearshore, and offshore delivery centers

Research calendar

Contingent Staffing

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
US Contingent Staffing Services PEAK Matrix® Assessment 2022	July 2022
UK Contingent Staffing Services PEAK Matrix® Assessment 2023	November 2022
Contingent Staffing Services State of the Market 2023	December 2022
Digital-led Staffing – An Overview Of Digital Platforms and Tools to Source and Retain Contingent Talent	March 2023
Decoding Managed Services for Staffing Providers: Navigating the Business Process Services (BPS) Landscape	March 2023
Decoding Managed Services for Staffing Providers: Navigating the IT Services Landscape	April 2023
US Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2023	July 2023
UK Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2023	September 2023
Contingent Talent and Strategic Solutions State of the Market 2023	December 2023
Workforce as a Service: Emergence of Online Staffing Platforms	Q1 2024
Navigating the Future Workforce Landscape: the Transformative Impact of Artificial Intelligence on Contingent Staffing	Q1 2024
US Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024	Q2 2024
UK Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024	Q3 2024
Talent Providers to Strategic Partners: Redefining the Role of Contingent Staffing Providers	Q4 2024
Contingent Staffing State of the Market 2024	Q4 2024

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