



Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2024

September 2024: Complimentary Abstract / Table of Contents



Contingent Workforce Management



Our research offerings

This report is included in the following research program(s):

Contingent Workforce Management

- ▶ Advanced SciTech
- ▶ Amazon Web Services (AWS)
- ▶ Application Services
- ▶ Artificial Intelligence (AI)
- ▶ Asset and Wealth Management
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
- ▶ Catalyst™
- ▶ Clinical Development Technology
- ▶ Cloud and Infrastructure
- ▶ Contingent Staffing
- ▶ Contingent Workforce Management
- ▶ Customer Experience Management Services
- ▶ CX Excellence
- ▶ CXM Technology
- ▶ Cybersecurity
- ▶ Cyber Threat Detection and Response
- ▶ Data and Analytics
- ▶ Digital Adoption Platforms
- ▶ Digital Services
- ▶ Digital Workplace
- ▶ Employee Experience Management (EXM) Platforms
- ▶ Employer of Record (EOR)
- ▶ Engineering Research and Development
- ▶ Enterprise Platform Services
- ▶ Exponential Technologies
- ▶ Finance and Accounting
- ▶ Financial Crime and Compliance
- ▶ Financial Services Technology (FinTech)
- ▶ Forces & Foresight
- ▶ GBS Talent Excellence
- ▶ Global Business Services
- ▶ Google Cloud
- ▶ HealthTech
- ▶ Human Resources
- ▶ Insurance Business Process
- ▶ Insurance Information Technology
- ▶ Insurance Technology (InsurTech)
- ▶ Insurance Third-Party Administration (TPA) Services
- ▶ Intelligent Document Processing
- ▶ Interactive Experience (IX) Services
- ▶ IT Services Excellence
- ▶ IT Talent Excellence
- ▶ Life Sciences Business Process
- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Microsoft Business Application Services
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Payer and Provider Business Process
- ▶ Payer and Provider Information Technology
- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

Learn more about
our custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk,
technologies

Locations: costs, skills, sustainability,
portfolios

Contents

5	Introduction and overview	25	CWM/MSP PEAK Matrix® characteristics
6	Research methodology	26	PEAK Matrix framework
7	Introduction	29	Everest Group PEAK Matrix for CWM/MSP
8	MSP process map	30	Characteristics of Star Performers
9	Source of research	34	Summary dashboard of Leaders, Major Contenders, and Aspirants
10	Summary of key messages	38	Services Procurement / SOW PEAK Matrix® characteristics
11	Contingent Workforce Management (CWM) / Managed Service Provider (MSP) PEAK Matrix® Assessment 2024	39	Everest Group PEAK Matrix for services procurement / SOW
12	Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2024	40	Characteristics of Star Performers
13	Service provider landscape	40	Summary dashboard of Leaders, Major Contenders, and Aspirants
14	Service provider landscape summary	46	Enterprise sourcing considerations
15	Service provider landscape by managed spend	47	AgileOne
19	Service provider landscape by geography	49	AHSA
21	Service provider landscape by industry and category managed	51	Allegis Global Solutions
23	Performance on key metrics	54	AMN Healthcare
		57	AMS
		60	Atrium

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

Krishna Charan, Vice President

Lokesh Goyal, Practice Director

Aneesh Ahuja, Senior Analyst

Soumya Bansal, Senior Analyst

Akash Shukla, Senior Analyst

Copyright © 2024 Everest Global, Inc.

We encourage you to share these materials internally in accordance with your license. Sharing these materials outside your organization in any form – electronic, written, or verbal – is prohibited unless you obtain the express, prior, and written consent of Everest Global, Inc. It is your organization's responsibility to maintain the confidentiality of these materials in accordance with your license of them.

Contents

46	Enterprise sourcing considerations	
62	Broadleaf Results	
64	Cross Country Healthcare	
66	CXC Global	
68	DZConneX	
70	Eastridge Workforce Solutions	
72	Hays	
75	HCMWorks	
77	HireGenics	
79	Hudson RPO	
81	Impellam Group	
84	KellyOCG	
87	Magnit	
90	Monument Consulting	
93	Morson Talent	
95	NES Advantage	
97	nextSource	
99	Pontoon Solutions	
102	Quess Corp	
104	QX Global	
107	Randstad Sourceright	
110	Reed Talent Solutions	
112	Resourgenix	
114	RGF Staffing	
116	Robert Walters	
118	Rullion	
120	Sanderson	
122	Sevenstep	
124	Suna Solutions	
126	Talent Solutions TAPFIN	
129	Workspend	
131	Appendix	
132	Glossary	
133	Research calendar	

Introduction

As businesses increasingly rely on contingent labor to meet operational demands, Contingent Workforce Management (CWM) providers have become vital to oversee these workers effectively. Companies across various sectors, including emerging mid-market segments, are turning to these providers for comprehensive CWM solutions. To address evolving client needs, CWM providers are expanding their service offerings to include direct sourcing, services procurement management, total talent management, and independent contractor management, as well as investing in gen AI and digitizing workflows.

This report examines the dynamics of the global CWM/MSP and services procurement 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 CWM/MSP service providers are segmented into the categories of Leaders, Major Contenders, and Aspirants.

In this research, we focus on:

- Everest Group's CWM/MSP PEAK Matrix evaluation, a comprehensive assessment of 36 service providers
- Everest Group's services procurement / SOW PEAK Matrix evaluation, a comprehensive assessment of 19 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

Industry: All

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® 2024

- Everest Group classifies 36 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, Magnit, Pontoon Solutions, Randstad Sourceright, and Talent Solutions TAPFIN
 - **Major Contenders:** AgileOne, AHSA, AMN Healthcare, AMS, Atrium, Broadleaf Results, CXC Global, DZConneX, Eastridge Workforce Solutions, Hiregenics, Monument Consulting, Morson Talent, NES Advantage, nextSource, Reed Talent Solutions, RGF Staffing, Robert Walters, Rullion, and Workspend
 - **Aspirants:** Cross Country Healthcare, HCMWorks, Hudson RPO, Quess Corp, QX Global, Resourgenix, Sanderson, Sevenstep, and Suna Solutions
 - **Star Performers** based on the YoY movement on the PEAK Matrix (in alphabetical order): Allegis Global Solutions, AMS, Atrium, Hiregenics, KellyOCG, Monument Consulting, NES Advantage, QX Global, and Talent Solutions TAPFIN

Everest Group Services Procurement / SOW PEAK Matrix® 2024

- Everest Group classifies 19 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
 - **Major Contenders:** AMS, AgileOne, DZConneX, Hays, Hiregenics, Magnit, Monument Consulting, nextSource, Pontoon Solutions, Reed Talent Solutions, and Workspend
 - **Aspirants:** Broadleaf Results, HCMWorks, and Morson Talent
 - **Star Performers** based on the YoY movement on the PEAK Matrix (in alphabetical order): Allegis Global Solutions, Hays, Hiregenics, Monument Consulting, and Randstad Sourceright

Overview and abbreviated summary of key messages (page 2 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:

Service provider landscape

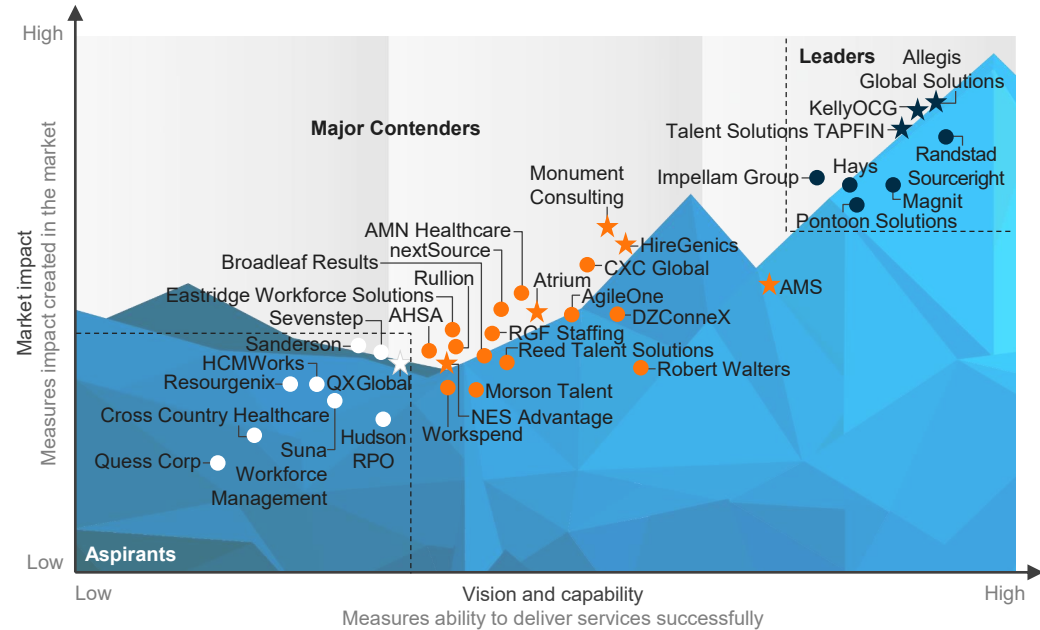
- There are stark differences in service providers' capabilities across contingent categories. Allegis Global Solutions, Hays, Impellam Group, KellyOCG, Magnit, Pontoon Solutions, Randstad Sourceright, and Talent Solutions TAPFIN have been positioned as Leaders on the Everest Group CWM/MSP PEAK Matrix®, while Allegis Global Solutions, Impellam Group, KellyOCG, Randstad Sourceright, and Talent Solutions TAPFIN have been positioned as Leaders on the Everest Group services procurement / SOW PEAK Matrix®
- The CWM/MSP market is highly competitive. 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 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 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 60% 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 (page 1 of 2)

Everest Group PEAK Matrix® Assessment 2024

Everest Group Contingent Workforce Management (CWM) / Managed Service Provider (MSP) PEAK Matrix® Assessment 2024^{1,2,3,4}

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



1 Assessment for AgileOne, Broadleaf Results, Cross Country Healthcare, DZConneX, HCMWorks, Morson Talent, nextSource, Quess Corp, Reed Talent Solutions, 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
 2 The assessment for RGF Staffing is based on partial participation and aggregates data for Advantage xPO (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 also aggregates data from its recent acquisitions – Geometric Results, Inc., Workforce Logiq, and Brainnet
 Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and 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	○	○	●	○	○	○	○	○	○

Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision and 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

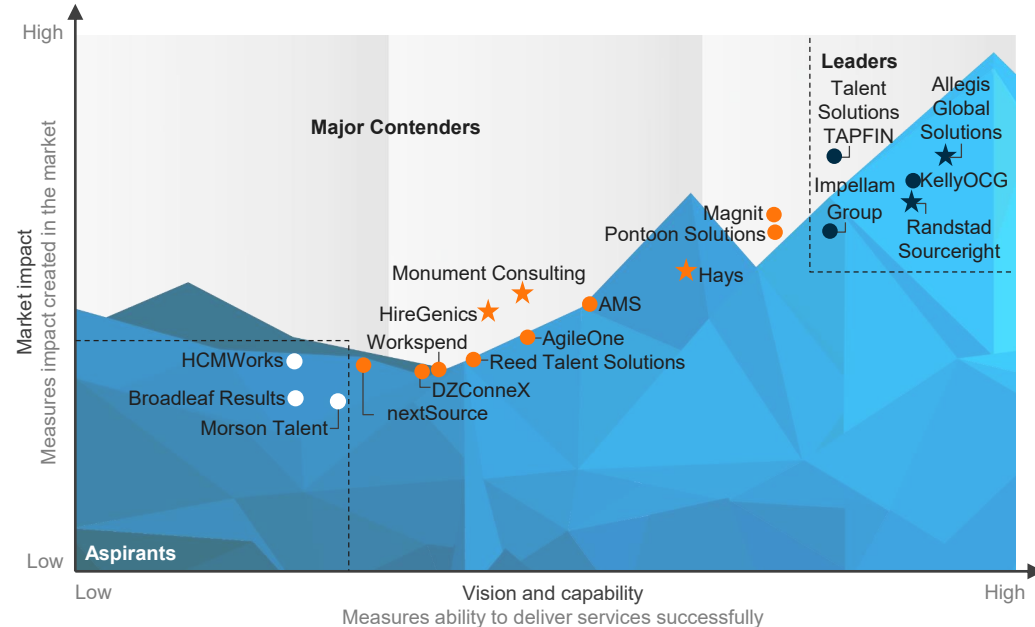
- Provider 1's operational presence is primarily restricted to North America. Buyers from Europe, Latin America, APAC, and the Middle East & Africa should carefully assess its capabilities vis-à-vis their specific requirements
- It does not offer a wide range of consulting and advisory services. Buyers 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 (page 2 of 2)

Everest Group PEAK Matrix® Assessment 2024

Everest Group Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessment 2024^{1,2,3}

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



1 Assessment for AgileOne, Broadleaf Results, DZConneX, HCMWorks, Morson Talent, nextSource, Reed Talent Solutions, 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
 2 The analysis for Impellam Group aggregates data for Guidant Global, Comensura, and Lorien brands of the firm
 3 The analysis for Magnit also aggregates data from its recent acquisitions – Geometric Results, Inc., Workforce Logiq, and Brainnet Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and 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	○	○	●	○	●	○	○	●	○

Everest Group's remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

Market impact				Vision and 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	Current release	Planned
Reports title	Release date		
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
CWM / MSP and Services Procurement / SOW – Service Provider Compendium 2023 Updated			October 2023
Aligning Stakeholders and Technology in Contingent Workforce Management (CWM)			October 2023
Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market 2023 – Adapting to the Ever-evolving Economic and Business Environment			January 2024
Avionté Acquires SimpleVMS: Forging an End-to-end Integrated Platform for Contingent Talent Acquisition and Management			January 2024
Steering into the Wind: Future-proofing Your Talent Strategy for the BFSI Industry			March 2024
Introduction to the Skills Intelligence Technology Landscape			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Management			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Acquisition			May 2024
Vendor Management Systems (VMS) PEAK Matrix® Assessment 2024			May 2024
Steering into the Wind: Future-proofing Your Talent Strategy for the IT and Tech Industry			May 2024
Vendor Management Systems (VMS) – Vendor Profile Compendium 2024			July 2024
Contingent Workforce Management (CWM) / Managed Service Provider (MSP) and Services Procurement / Statement of Work (SOW) PEAK Matrix® Assessments 2024			September 2024
Contingent Workforce Management and Statement of Work Service Provider Profile Compendium 2024			Q4 2024
Contingent Workforce Management (CWM) and Vendor Management System (VMS) State of the Market 2024			Q4 2024

Note: [Click](#) to see a list of all of our published Contingent Workforce Management reports

Stay connected

Dallas (Headquarters)

info@everestgrp.com

+1-214-451-3000

Bangalore

india@everestgrp.com

+91-80-61463500

Delhi

india@everestgrp.com

+91-124-496-1000

London

unitedkingdom@everestgrp.com

+44-207-129-1318

Toronto

canada@everestgrp.com

+1-214-451-3000

Website

everestgrp.com

Blog

everestgrp.com/blog

Follow us on



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

Notice and disclaimers

Important information. Please review this notice carefully and in its entirety. Through your access, you agree to Everest Group's terms of use.

Everest Group's Terms of Use, available at www.everestgrp.com/terms-of-use/, is hereby incorporated by reference as if fully reproduced herein. Parts of these terms are pasted below for convenience; please refer to the link above for the full version of the Terms of Use.

Everest Group is not registered as an investment adviser or research analyst with the U.S. Securities and Exchange Commission, the Financial Industry Regulatory Authority (FINRA), or any state or foreign securities regulatory authority. For the avoidance of doubt, Everest Group is not providing any advice concerning securities as defined by the law or any regulatory entity or an analysis of equity securities as defined by the law or any regulatory entity.

All Everest Group Products and/or Services are for informational purposes only and are provided "as is" without any warranty of any kind. You understand and expressly agree that you assume the entire risk as to your use and any reliance upon any Product or Service. Everest Group is not a legal, tax, financial, or investment advisor, and nothing provided by Everest Group is legal, tax, financial, or investment advice. Nothing Everest Group provides is an offer to sell or a solicitation of an offer to purchase any securities or instruments from any entity. Nothing from Everest Group may be used or relied upon in evaluating the merits of any investment. Do not base any investment decisions, in whole or part, on anything provided by Everest Group.

Products and/or Services represent research opinions or viewpoints, not representations or statements of fact. Accessing, using, or receiving a grant of access to an Everest Group Product and/or Service does not constitute any recommendation by Everest Group that recipient (1) take any action or refrain from taking any action or (2) enter into a particular transaction. Nothing from Everest Group will be relied upon or interpreted as a promise or representation as to past, present, or future performance of a business or a market. The information contained in any Everest Group Product and/or Service is as of the date prepared, and Everest Group has no duty or obligation to update or revise the information or documentation. Everest Group may have obtained information that appears in its Products and/or Services from the parties mentioned therein, public sources, or third-party sources, including information related to financials, estimates, and/or forecasts. Everest Group has not audited such information and assumes no responsibility for independently verifying such information as Everest Group has relied on such information being complete and accurate in all respects. Note, companies mentioned in Products and/or Services may be customers of Everest Group or have interacted with Everest Group in some other way, including, without limitation, participating in Everest Group research activities.