



UK Contingent Talent and Strategic Solutions PEAK Matrix[®] Assessment 2024 – IT and Business and Professionals

September 2024: Complimentary Abstract / Table of Contents

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- ▶ Price Genius – AMS Solution and Pricing Tool
- ▶ Pricing Analytics as a Service
- ▶ Process Intelligence
- ▶ Process Orchestration
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- ▶ Retail and CPG
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
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- ▶ Software Product Engineering Services
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- ▶ Technology Skills and Talent
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Background of the research

The UK contingent staffing market faced a challenging landscape in 2023, shaped by a complex mix of economic, political, and global factors. The broader economic context in 2023 was dominated by high interest rates, which continued to suppress business sentiment despite the easing of inflation compared to 2022.

Unlike the US, where talent shortages were common, the UK saw high unemployment, pointing at the persistent mismatch between job openings and the available skills in the workforce. Additionally, stagnant productivity further weakened the talent market.

Although the contingent talent and strategic solutions market fared better than the permanent staffing sector, the segments still experienced an overall slowdown. Only providers with diversified portfolios, a growing focus on strategic solutions and managed services, and other strategic investments were able to navigate these challenges effectively. As we look to 2024, there is cautious optimism for the UK economy. The new government offers hope for modest growth, which could positively influence the contingent talent and strategic solutions market, though a full recovery in business

confidence may take time.

This report examines the dynamics of the contingent talent and strategic solutions landscape in the UK and its impact on the UK contingent staffing market in 2023 under the lens of IT staffing and business and professionals staffing. It gives an overview of the market and analyzes the areas where service providers differentiate themselves based on the comprehensive Everest Group PEAK Matrix®.

In this research, we focus on:

- Everest Group's UK IT Contingent Talent and Strategic Solutions PEAK Matrix evaluation, a comprehensive assessment of 17 contingent talent and strategic solutions providers in the UK
- Everest Group's UK Business and Professionals Contingent Talent and Strategic Solutions PEAK Matrix evaluation, a comprehensive assessment of 16 contingent talent and strategic solutions providers in the UK
- Remarks on the key strengths and limitations for each contingent talent and strategic solutions provider
- Service provider landscape

Scope of this report

Geography: the UK

Industry: coverage across 25+ UK contingent staffing and strategic solutions providers

Services: contingent staffing

Overview and abbreviated summary of key messages

Overview

This report examines the UK IT, and business and professionals contingent talent and strategic solutions provider landscape and its impact on the contingent staffing market. It focuses on provider position, changing market dynamics and emerging provider trends, assessment of provider delivery capabilities, and key 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:

UK IT Contingent Talent and Strategic Solutions PEAK Matrix® 2024

Based on Everest Group's comprehensive evaluation framework, the PEAK Matrix, the 17 established contingent talent and strategic solutions providers evaluated are segmented into three categories (in alphabetical order within each category):

- Leaders: Adecco, Hays, Experis, Lorien, and Reed
- Major Contenders: Certain Advantage, Computer Futures, Harvey Nash, Matchtech, Michael Page, Morson Talent, Project People, Randstad Digital, Robert Walters, and TEKsystems
- Aspirants: NES Fircroft and Rullion

US Business & Professionals Contingent Talent and Strategic Solutions PEAK Matrix® 2024

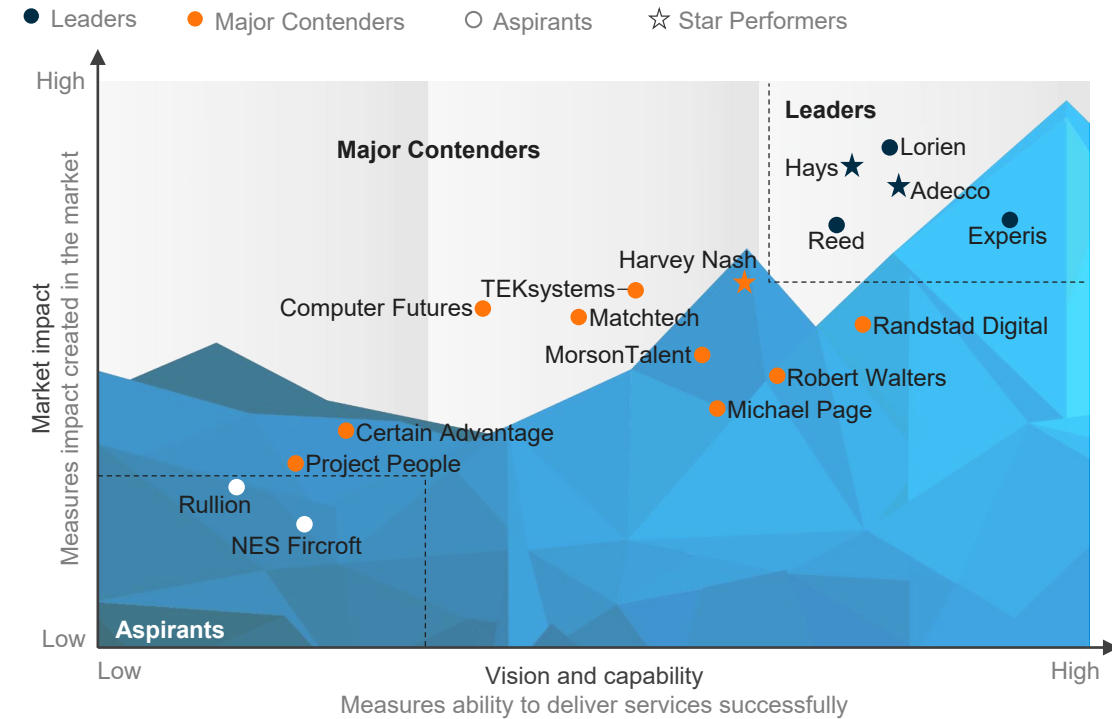
Based on Everest Group's comprehensive evaluation framework, the PEAK Matrix, the 16 established contingent talent and strategic solutions providers evaluated are segmented into three categories (in alphabetical order within each category):

- Leaders: Adecco, Hays, Manpower, Randstad, and Reed
- Major Contenders: Aston Carter, Barclay Meade, Blue Arrow, Michael Page, Morson Talent, Pertemps, Robert Walters, and The Recruitment Co
- Aspirants: Orion Group, Project People, and Tate Recruitment

This study offers distinct chapters providing a deep dive into key aspects of UK IT contingent talent and strategic solutions market; below are three charts to illustrate the depth of the report

Everest Group PEAK Matrix® Assessment 2024

Everest Group UK IT Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024¹



¹ This assessment is based on Everest Group's estimates leveraging its proprietary Transaction Intelligence (TI) database, providers' public disclosures, interactions with buyers, and detailed/partial inputs from providers including Adecco, Experis, Hays, Manpower, and Randstad Digital, who were contacted specifically as part of this assessment and/or as part of the US Contingent Talent and Strategic Solutions Assessment 2024
 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

- Within the IT staffing space, it has developed capabilities to source talent for application services, infrastructure services, and IT security services across key industries, including BFSI, hi-tech and telecom, and public sector
- It has made investments to enhance candidate experience through a dedicated candidate portal with multiple features, including personalized job alerts, role search, and application status tracking services. Additionally, it also offers candidate career guidance and industry insights

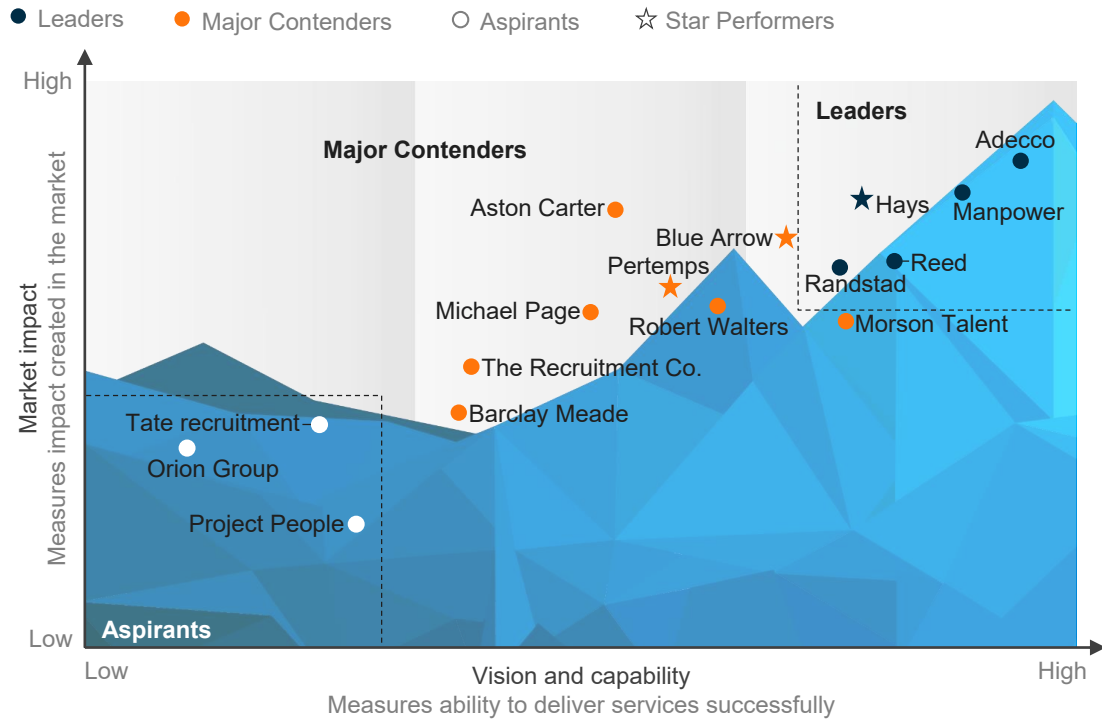
Limitations

- Within IT staffing services, the depth and breadth of its sourcing capabilities is limited compared to some of its peers. It has limited experience in sourcing for automation and next-generation IT skills in the UK
- Clients outside the BFSI, public sector, and hi-tech sectors should carefully assess its capabilities, as they are more limited beyond these areas

This study offers distinct chapters providing a deep dive into key aspects of UK business and professionals contingent talent and strategic solutions market; below are three charts to illustrate the depth of the report

Everest Group PEAK Matrix® Assessment 2024

Everest Group UK Business and Professionals Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024¹



¹ This assessment is based on Everest Group's estimates leveraging its proprietary Transaction Intelligence (TI) database, providers' public disclosures, interactions with buyers, and detailed/partial inputs from providers including Adecco, Hays, Manpower, and Randstad, who were contacted specifically as part of this assessment and/or as part of the US Contingent Talent and Strategic Solutions Assessment 2024
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 workforce solutions provider offering a range of services, including contingent staffing, permanent staffing, RPO, and MSP
- It focuses on recruiting for office/clerical, finance, and accounting positions, primarily within the energy and utilities sector

Limitations

- Within the business and professional segment, Provider 1 has limited capabilities in hiring for roles such as HR, legal, and customer service
- Provider 1's presence for business and professional skills within the UK is limited to the energy and utilities sector. Clients from other industries may not find its offerings appealing

Research calendar

Contingent Staffing

	Published	Current release	Planned
Reports title	Release date		
Internal Talent Mobility			January 2024
Avionté Acquires SimpleVMS: Forging an End-to-End Integrated Platform for Contingent Talent Acquisition and Management			January 2024
Talent Demand Trends India IT Services – H2 2023			February 2024
Steering into the Wind: Future-proofing Your Talent Strategy for the BFSI Industry			March 2024
Technology Talent Playbook for IT Service Providers – Key Game Changers to Drive Next-generation IT Talent Readiness			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
Staffing Software Spotlight: Exploring the Prominent Staffing Software (ATS) Providers			July 2024
US Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024 – IT, Engineering, and Business and Professionals			July 2024
US Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024 – Industrial			Q3 2024
UK Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2024 – IT and Business and Professionals			September 2024
Contingent Staffing State of the Market Report 2024			Q4 2024
Talent Providers to Strategic Partners: Redefining the Role of Contingent Staffing Providers			Q4 2024
Future of VMS and Other Related Digital Tools for Blue-Collar CWM			Q4 2024
Intelligent TA: Supercharging Your Talent Strategy with the Right GAI Tools			Q4 2024

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