

HR Technology & Services

Next-Generation Contingent Workforce Solutions (CWS) for the New World of Work

Report Abstract

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Who is This Market Analysis For?

NelsonHall's CWS/MSP report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the CWS/MSP market
- Vendor marketing, sales, and business managers developing strategies to target CWS/MSP provision
- Financial analysts and investors specializing in the CWS/MSP sector.

Key Findings & Highlights

Recent economic factors, a shrinking working-age population, skills shortages, and changing workforce aspirations are forcing all-sized organizations to contact third-party vendors for support in embracing cost-effective multi-channel contingent (and broader) hiring strategies.

The range of programs and services offered by CWS/MSP vendors is now at its broadest to meet those organizational demands. The order of the day is a continuum of basic through to advanced programs, with accompanying services and tech, evolving in value-add and complexity.

Successful vendors are creating a new portfolio of enhanced offerings focused on the latest client and buyer pain points. Such offerings include tail spend management (to curtail rogue, low-value spending), contractor care initiatives (improving the end-to-end contractor experience, loyalty, retention, and enhanced value for clients), consultancy, global hiring/talent insights, and strategic workforce planning (SWP) for the contingent workforce, bringing together many of these new initiatives with other recent-to-market schemes of the past few years (such as Hire, Train, Deploy) which continue to gain market traction.

Technology priorities and roadmaps focus on automation and AI/GenAI, followed by platforms to enhance global talent reach, contractor care, analytics, mid-market VMS, and CRM for enhanced service delivery. Leading vendors are investing in AI/GenAI POCs and deployments, primarily in digital assistants, document creation, and talent matching.

Leveraging ground-breaking proprietary or third-party technology with AI/GenAI-enabled features and functionality to efficiently and effectively source, hire, skill, redeploy, and retain contingent (and broader) talent globally, will become the new standard.

Scope of the Report

The report analyzes the worldwide CWS/MSP market and addresses the following questions:

- What is the size and projected growth for the CWS/MSP market by geography?
- What is the profile of activity in the global CWS/MSP market by industry sector?
- What are the top drivers for the adoption of CWS/MSP programs?
- What are the benefits currently achieved by users of CWS/MSP programs?
- Who are the leading CWS/MSP vendors globally and by geography?
- What combination of services is typically provided within CWS/MSP contracts, and what new services are being added?
- What is the current pattern of delivery used for CWS/MSP programs, and how is this changing?
- What are the challenges and success factors within the CWS/MSP market?

CWS/MSP Vendor Assessments Available for:

CXC Global

Hudson RPO

Lorien

Magnit

NLB Services

Page Outsourcing

Pontoon Solutions

Resourgenix

Rullion

Sanderson Plc.

About The Author

Nikki is a Principal Research Analyst at NelsonHall, with shared responsibility for HRO research globally. Managed Service Program (MSP)/Contingent Workforce Services (CWS), Learning Platforms, and Learning Services. Nikki has a wealth of operational experience across the entire HR function, including talent acquisition, talent development, employee engagement, employee relations, compensation, benefits, payroll, employment law, and HR systems. She also has significant experience in leading and managing business transformation/integration and cultural change projects, including outsourcing key business functions, accelerated growth via TUPE transfers, organization and process redesign, and M&A initiatives (including due diligence, rebranding, cultural realignment, and compensation and benefits changes).



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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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