



Lorien

Next Generation MSP: Optimizing Contingent Talent Strategies

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Next Generation MSP: Optimizing Contingent Talent Strategies vendor assessment for Lorien is a comprehensive assessment of Lorien's MSP/contingent worker solutions (CWS) offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within MSP/CWS
- HR decision makers exploring the benefits and inhibitors of MSP/CWS as evidenced by the clients and vendor capability
- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within MSP/CWS
- Financial analysts and investors specializing in or covering the HR outsourcing industry and suppliers.

Key Findings & Highlights

Lorien is a specialist technology recruitment consultancy and talent solutions provider predominantly focused in the U.K. and is part of Impellam Group.

Lorien's contingent worker programs comprise MSP, SOW, Employed Consultant Model (ECM), and Recruiter On-Demand (ROD). Many of its clients have blended programs (a mix of MSP, SOW, freelancers, etc.).

Lorien's MSP model is an integrated model with a strong focus on direct sourcing.

In 2019, Lorien underwent a customer closeness exercise (with past and present clients), to establish what value its clients thought Lorien added to their businesses and what their clients wanted going forward. Lorien concluded that technology recruitment was its DNA, and it needed to focus on this core strength to differentiate itself in the market.

Lorien's SOW and Services Procurement service expanded in 2019, providing audit and insurance services, before advising on the best way to take on individual contingent workers (be that SOW, ECM or PAYE). The service is informally called "Source Mix as a Service."

2019 saw the development of its Talent Enhancement services to feed into the ECM model. Te(a)ch is a technology skills academy dedicated to reducing the skills gap and providing opportunities in a 'high bar' profession by providing technology skills to cohorts before placing with clients to continue education.

As part of the Impellam Group, Lorien has been offering upskilling of clients' resources using the Apprenticeship Levy in 2019.

Lorien's Consultancy Services underwent enhancements in 2019, with upticks in demand for assessment services, competitor analysis services, and employer branding.

Lorien works on STEM initiatives and continues its work with Makers Academy, London - a provider of software engineering training.

In 2019, Lorien extended its portfolio of partners in STEM and can offer more disciplines, locations, and diversity of candidates to its clients. Lorien works with eight additional providers of training covering agile thinking, cybersecurity, DevOps, and more.

Lorien has a team of developers, who work collaboratively with other technical teams within the Impellam Group (Impellam Group's Origin team being the largest of the teams across the brands). The Origin team benefits from the level of investment made by the Group, with access to a broad ecosystem of technologies/tools.

The e-evolution platform – a quick-deploy VMS solution – is the Impellam Group's proprietary solution. As Lorien is technology agnostic, it determines the most appropriate technology stack for its clients, which may incorporate e-evolution.

In 2020, Lorien will be reviewing/potentially leveraging several platforms, layering them with chatbots, AI, and video, to drive a more fluid experience for candidates and clients alike. Also, in 2020, Lorien will put its data in one place, to make it more accessible, etc. It will aim to undertake more work in blockchain, VR, and gamification, building on projects from 2019.

Lorien manages MSP/CWS clients of all sizes, with more recent wins across sectors such as BFSI, media, and retail.

In 2020 Lorien will focus on driving through changes required to ensure it remains future-ready (based on feedback from the 2019 Customer Closeness exercise), selling new service lines, and promoting its brand. It will aim to get more seats at the Executive table by targeting new sectors. Lorien will continue to develop its ecosystem of technology/tools and continue to grow in technology organizations (including Fintech) or in sectors/organizations which are using technology to differentiate themselves in the market. Also, Lorien will continue growth internationally.



Scope of the Report

The report provides a comprehensive and objective analysis of Lorien's MSP/CWS offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology
- Analysis of the company's strengths, challenges, and outlook
- Revenue
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's key offerings (service model and service components)
- Analysis of the company's delivery capability (including the location, size, and scale of delivery operations; and delivery via technology).

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