



Next Generation MSP

A Client Perspective Report - Abstract



April 2019

Who is This Report For?

NelsonHall's Next Generation MSP Client Perspective Report is designed for:

- Sourcing managers investigating “the art of the possible” and the perspectives of their peers towards advanced digital workplace services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers regarding MSP services being delivered by the vendor community
- Financial analysts and investors specializing in MSP services.

Background & Scope of the Report

As part of NelsonHall's *Next Generation MSP: Optimizing Contingent Talent Strategies* project, we interviewed the leading MSP providers globally. The research included a survey of these vendors' clients from across geographies and industries, of different sizes, and with a diverse scope of services and levels of maturity in their sourcing of MSP services.

The survey focused on the following key areas: MSP services usage, benefits derived from MSP, vendor approach to benefit delivery, client satisfaction, and client future expectations and vendor ability to meet these future requirements.

For each of these focus areas, clients were asked to rate various attributes including services used, benefits sought, benefits importance, service satisfaction, vendor approach, and overall performance satisfaction.

Key Findings & Highlights

As part of NelsonHall's *Next Generation MSP: Optimizing Contingent Talent Strategies* project, leading MSP providers globally were interviewed along with their clients. The survey focused on the vendors' ability to meet immediate benefits and satisfaction with the vendors' ability to meet future needs.

Organizations seek MSP services tailored to their specific needs (by geography, industry, skill set, organization size, etc.), to overcome the mix of challenges they face from PESTLE factors and rapidly changing business circumstances.

MSP vendors have adapted to the changing market by offering more integrated MSP models/blended MSP programs, plug-and-play MSP solutions for smaller organizations, and bundling their expertise into consultancy services.

The MSP market will become even more complicated in the future, as the impact of PESTLE factors, the global talent shortage, and the advancement of tech/tools intensify. There will be a more focused drive towards total talent solutions which will require a cultural shift by organizations to think differently about how they source talent.

MSP vendors were chosen for various reasons including, to gain the expertise needed (such as on compliance or tech/tools) and be able to support the client globally. Clients placed the highest importance on several factors including being able to measure the improved quality of hire and efficiencies in hiring processes. Clients felt that the vendors were reliable in delivering most needs but could improve in several areas.

Clients felt that vendors were not meeting their future requirements in several areas, including the ability to scale operations and in the integration of technology and tools. More was required from the vendors to

ensure recommendation to others by the clients. Clients would give recommendations where the vendors had delivered value beyond expectations.

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