



TAPFIN

Managed Service Program

**Vendor Assessment
Report Abstract**

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**By Nikki Edwards
Principal Research Analyst
NelsonHall**

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Who Is This Vendor Assessment For?

NelsonHall's managed service program vendor assessment for TAPFIN is a comprehensive assessment of TAPFIN's managed service program (MSP) offering and capabilities, designed for:

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

Key Findings & Highlights

TAPFIN was founded as an independent and vendor neutral MSP provider before being acquired by IT services provider Comsys. In 2010, Manpower Inc. purchased Comsys. Today TAPFIN is part of the ManpowerGroup Solutions division, one of four divisions of the wider ManpowerGroup.

TAPFIN has ~1630 employees serving 538 managed service programs, across a range of industrial sectors. Established MSPs include banking/finance, energy and gas, life sciences, manufacturing, technology and telecoms. Newer MSPs cover other sectors such as entertainment/media and not-for-profit.

TAPFIN's financial results are reported as part of the ManpowerGroup Solutions figures. In CY 2016, NelsonHall estimates that ManpowerGroup Solutions' gross profit was \$436.0m up 9% y/y, up 11.0% in CC compared to CY 2015 gross profit of \$400.0m.

TAPFIN will increasingly offer a mix of service models (blended/hybrid: SOW, IC, RPO) moving towards a TTM solution; develop its services in business/market intelligence and talent pooling. It will expand utilization of its new SSCs and focus on mid-size organizational expansion in mature MSP markets. TAPFIN will also prioritize its technology roadmap with ongoing developments in proprietary tools/systems, third party partnerships (FMS, crowdsourcing, talent pooling) and more in-depth analytics.



Scope of the Report

The report provides a comprehensive and objective analysis of TAPFIN's managed service program 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 and Spend Under Management
- 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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Report Author

Nikki Edwards

nikki.edwards@nelson-hall.com