



# Alexander Mann Solutions

**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 Alexander Mann Solutions is a comprehensive assessment of Alexander Mann Solutions' 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

Alexander Mann Solutions was founded in 1996, with "an ambition to revolutionize the way in which companies attract, engage and retain top talent."

In 2020, Alexander Mann Solutions' end objective is unchanged. Alexander Mann Solutions is passionate about helping companies and individuals fulfill their potential through talent acquisition (TA), talent management, and contingent workforce solutions.

In June 2019, Alexander Mann Solutions acquired technology company Karen HR Inc., in a strategic move to accelerate the launch of new digital products.

Alexander Mann Solutions offers the following contingent worker solutions: MSP, Direct to Market Sourcing, SOW/IR35 Compliance Services, and Consulting and Advisory Services (through Talent Collective). Additionally, Alexander Mann Solutions offers RPO services, internal workforce, single process services, and total talent.

Alexander Mann Solutions has a diagnostic that the Talent Collective use to measure where organizations are on their TA journey: The Talent Maturity Model (TMM).

Direct to Market Sourcing is well-established in Alexander Mann Solutions. Direct-to-market sourcing models are part of most of its clients' MSPs. In 2020, Alexander Mann Solutions will advise more U.S.-based clients on direct sourcing, as new clients embrace it for the first time.

Its Insight-led sourcing strategy, prevalent in most of its MSP clients, will continue to be rolled out during 2020.

In 2019, Alexander Mann Solutions' Talent Collective team saw much traction in consulting on contingent workforce advisory services and technology. It saw more engagements on services improvement (reimagining contingent talent hiring) and spotted a gap in the market to advise on a specific analytics platform. It will continue to grow these new consultancy areas in 2020.

Alexander Mann Solutions has a range of proprietary technology/tools. Firstly, its predictive analytics platform, Intellirate (built on the Azure platform), has become the single interface layer for clients, into which other technology/tools are integrated behind the scenes. Secondly, its

range of process bots has expanded in 2019, while at least six of its existing process bots have undergone enhancement.

In Q1, 2020, Alexander Mann Solutions will launch its new hiring platform for hourly-paid contingent hires – “hourly” - built on the Karen HR technology (which it acquired in 2019).

Alexander Mann Solutions helps organizations navigate the noise within the world of HR technology through the Hive - Alexander Mann Solutions’ global partner innovation center. The Hive is part of Talent Collective. The Hive has ~100 partners from across the globe, supporting the whole talent acquisition process. The Hive has established a reputation in the marketplace as a go-to source of expertise, as organizations (who may have MSPs with other providers) reach out for guidance on technology/tools.

Alexander Mann Solutions manages many MSP/CWS clients. Alexander Mann Solutions’ clients are predominantly large organizations with very complex structures.

Alexander Mann Solutions’ more recent client wins include healthcare, life sciences, and technology.

In 2020 Alexander Mann Solutions will focus on: offering exemplary service, delighting the client base, retaining them, and extending the geographic service line penetration with that customer base (across all regions). Also, it will target new logo growth in the U.S., while growing its Direct to Market Sourcing footprint in the region. Alexander Mann Solutions will diversify its income by actively pursuing alternative or closely adjacent revenue streams, develop opportunities in the tech space, and Learning.



## Scope of the Report

The report provides a comprehensive and objective analysis of Alexander Mann Solutions' 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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