

HR Technology & Services

# The Future of Contingent Workforce Solutions (CWS) for the New Era of Work

## Report Abstract

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By Nikki Edwards

Principal Research Analyst

NelsonHall

151 pages

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## Who is this Market Analysis for?

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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 services
- Financial analysts and investors specializing in the CWS & MSP services sector.

## Key Findings & Highlights

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NelsonHall's market analysis of the CWS & MSP services market consists of 151 pages. The report focuses on developments over 2022 and strategies for 2023 and beyond.

The global CWS & MSP market will be ~\$6.5bn in 2022, with a predicted CAAGR of 15.8% through 2026. Global CWS & MSP SUM will be \$208.1bn in 2022, with an anticipated CAAGR of 19.2%.

Hiring contingent talent is more complex and challenging than ever, and the situation will likely worsen. Organizations must contend with shrinking working-age populations, skills shortages, and changing workforce aspirations around how and why they work and what they want from work. Then, organizations need to compete to attract, acquire, develop, and retain that talent.

To succeed in finding talent, organizations must embrace a multi-channel sourcing approach (by borrowing, buying, or building), as their preferred route to sourcing may not result in the talent required at a given time. Irrespective of the channel leveraged, the same effort level needs to be deployed by organizations across all talent. For vendors, approximately double the effort is required to secure talent compared to the pre-pandemic era.

Consequently, the range of programs and services offered by CWS & MSP vendors is at its broadest. This range is to meet the demands of all organizations, whatever their hiring challenges. A continuum of basic through to advanced programs, with accompanying services and tech, evolving in value-add and complexity, is the order of the day. Buy-side organizations can plug into the level that suits them best and choose to progress on the continuum at their own pace.

Vendors' proprietary platform enhancements have focused on Services Procurement/SOW, analytics, and sourcing. Technology continues to advance in RPA, AI, and ML, so vendors continually scan the market and review their ecosystems, ensuring they remain fit for purpose. Optimization and standardization of clients' tech stacks are the most sought-after requirement and will likely take up most of the vendors' time; as the market is perceived as flat, it appears to lack any new ground-breaking tech.

## Scope of the Report

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

- What is the market size and projected growth for the CWS & MSP services 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 services?
- What are the benefits currently achieved by users of CWS & MSP services?
- What factors are inhibiting user adoption of CWS & MSP services?
- Which are the leading CWS & MSP services vendors globally and by geography?
- What combination of services is typically provided within CWS & MSP services contracts, and what new services are being added?
- What is the current pattern of delivery location used for CWS & MSP services, and how is this changing?
- What are the challenges and success factors within CWS & MSP services?

## RPO Vendor Assessments available for:

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CXC Global

Hudson RPO

Lorien

Magnit

Page Outsourcing

Pontoon Solutions

Randstad Sourceright

Resource Solutions

Resourgenix

Sanderson Plc

Talent Solutions TAPFIN

talentCRU

WilsonHCG.

## About The Author

Nikki is a Principal Research Analyst at NelsonHall, with shared responsibility for HRO research globally. Nikki is responsible for HRO research in the areas of Recruitment Process Outsourcing (RPO), Managed Service Program (MSP)/Contingent Workforce Services (CWS), and Learning. 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).



Nikki can be contacted at:

- Email: [nikki.edwards@nelson-hall.com](mailto:nikki.edwards@nelson-hall.com)
- Twitter: @NikkiE\_NH

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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., Continental Europe, and Asia, 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. 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](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44 (0)203 514 7522

### Paris

115 rue de Reuilly, 75020 Paris  
Phone: + 33 (0)6 23 81 17 54

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