



KellyOCG Managed Service Program

Vendor Assessment
Report Abstract

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19 pages

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Who Is This Vendor Assessment For?

NelsonHall's Managed Service Program vendor assessment for KellyOCG is a comprehensive assessment of KellyOCG'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

Kelly Outsourcing and Consulting Group, known as KellyOCG, is the outsourcing and consulting group of Kelly Services Inc. and represents a revenue share of ~10% of the Kelly Services Inc. business. The wider Kelly Services Inc. includes Kelly Services, the staffing company, with operations in 29 countries through 2,600 branches.

Headquartered in Troy, Michigan, Kelly Services Inc. was established in 1946 by William Russell Kelly as a temporary staffing company. In 1996, the outsourcing division was established (known at the time as Professional Technical and Staffing Alternative) to expand its service offerings to consulting and outsourcing.

This profile focuses on KellyOCG's MSP service offering which includes the management of supplier engagements and contingent workforce engagements, as well as statement of work services.

In 2014, KellyOCG had ~490 personnel dedicated to MSP, and managed ~400k contingent worker assignments across 232 programs. Its total spend under management was \$7.0bn, up 6.72% from \$6.6bn in 2013.

Scope of the Report

The report provides a comprehensive and objective analysis of KellyOCG's managed service program offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- 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 offerings and key service components
- Analysis of the company's delivery organization including the location, size and scale of delivery locations and their activities.



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Report Length

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Managed Service Program Vendor Assessments also Available for:

- Advantage xPO
- Allegis Global Solutions
- Alexander Mann Solutions
- Allegis Global Solutions
- Capita
- DCR Workforce
- Hudson
- KellyOCG
- Pontoon
- TAPFIN
- Volt