Pontoon Solutions

Next Generation MSP: Optimizing Contingent Talent Strategies

Vendor Assessment
Report Abstract

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20 pages

Who Is This Vendor Assessment For?

NelsonHall's Next Generation MSP: Optimizing Contingent Talent Strategies vendor assessment for Pontoon Solutions is a comprehensive assessment of Pontoon 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

Pontoon Solutions was created in early 2013, joining the MSP and RPO elements of Adecco Solutions' BPO Division, which later became Adecco's HR service outsourcing organization.

Pontoon Solutions' contingent worker programs comprise:

- MSP (Global MSP – aligned to Pontoon Solutions' business verticals where there is an expected SUM of >€30m/$33m) and Enterprise MSPs (with an expected SUM of <€30m/$33m, for the mid-market)
- SOW
- Services Procurement (four levels of service).

When Pontoon Solutions initially engages with a potential client, it assesses the client's talent acquisition (TA) pain points and builds a delivery model to resolve them. Pontoon Solutions uses Target Operating Model (TOM) assessments to evaluate program maturity and determine improvement actions.

Pontoon Solutions has a Partner Program with a robust methodology to ensure it achieves the best performance from its suppliers.

In 2019, Pontoon Solutions' expanding Services Procurement offering gained traction, representing ~25% of all contingent worker services SUM.

In 2020, Pontoon Solutions will continue to grow its Services Procurement practice, launch its new MSP solution (with plug and play services), and formalize its consulting offering.

Pontoon Solutions' Emerging Technologies department reviews new technology/tools in the marketplace and ensures third-party suppliers pass the robust screening, testing, and measuring process, before adding them to the tech stack.

In 2020, the Emerging Technologies department is reviewing suitable/complementary tech/tools that will improve the Services Procurement service, as well as investigating appropriate technologies/tools to evolve its Direct Sourcing capability. There are some proprietary Adecco Group platforms that Pontoon Solutions will leverage (such as YOSS). Dashboards with views of real-time data is a vital 2020 update due to get underway. Mainly the focus will be on Analytics, RPA, and AI.

The creation of Pontoon Solutions' Co-Lab will enable it to work with third-party providers (and clients) to co-create technology/tools.

In 2019, Pontoon Solutions created a Cx team as part of the Growth Operations department, focusing on improving the client/candidate experience within the programs it runs.

To ensure its employees stay at the forefront of developments in TA, Pontoon Solutions' employees go through certified Lean Six Sigma training and undertake TA training leveraging the Social Talent platform.

Pontoon Solutions manages many MSP/CWS clients. Pontoon Solutions' clients are predominantly large and mid-sized organizations.

Pontoon Solutions' more recent client wins include healthcare, pharmaceuticals, and technology.

In 2020 Pontoon Solutions will focus on developing its people, grow existing and new services, and continue to build its technology/tools roadmap (with new tech initiatives). It will grow in several sectors and actively pursue growth in new countries.

Scope of the Report

The report provides a comprehensive and objective analysis of Pontoon 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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