



# Pontoon Solutions

**Managed Service Program**

**Vendor Assessment  
Report Abstract**

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## Who Is This Vendor Assessment For?

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

Pontoon was created in early 2013, made up of the MSP and RPO elements of Adecco Solutions' BPO Division, to become Adecco's HR service outsourcing organization. Effective December 2016, the VMS element (Beeline) represents a minority share within the Adecco Group following the merger with GTCR (owner of IQNavigator). As a result, the BPO group is likely to be renamed to reflect its MSP and RPO focus.

Pontoon has ~880 employees serving 80 managed service programs, across a range of industrial sectors. This includes more established MSPs in biotechnology/drugs and computer services, and newer MSPs in retail. Pontoon offers mainly vendor neutral, SOW, hybrid (e.g. master vendor with SOW), and direct sourcing MSP models.

Based on Q1-Q3 of CY 2016, Pontoon's total implemented SUM was \$8,984.8m.

Pontoon will increasingly blend its MSP service models into a total talent solution on a regional basis (MSP with SOW and RPO for example), will act as a client's procurement team, enhance services such as talent pools and compliance, and develop further capability in predictive analytics and middleware.



## Scope of the Report

The report provides a comprehensive and objective analysis of Pontoon'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 Length

23 pages

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