



Pontoon Managed Service Program Outsourcing

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Managed Service Program Outsourcing Vendor Assessment for Pontoon is a comprehensive assessment of Pontoon's managed service program outsourcing offering and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of recruitment process outsourcing and identifying vendor suitability for recruitment process outsourcing RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR decision makers.

Key Findings & Highlights

Pontoon offers workforce programs for contingent and permanent staff as part of the Adecco Group. It offers (with proportion of business):

- Managed service programs (70%)
- Recruitment process outsourcing (30%)
- Workforce consulting (incorporated in its MSP and RPO programs).

Adecco's MSP business was reorganized in 2012 and Pontoon was incorporated in January 2013, to consolidate Adecco Group's RPO and MSP businesses which had been operating under numerous brands. The reorganization aimed to enable the company to leverage MSP and RPO capability across the organization to serve and target multinational clients.

In 2013 Pontoon's spend under management was \$5,500m, supported by ~700 employees who serviced ~75 clients. Pontoon services clients in the Americas, Europe, Asia Pacific and Latin America, covering 72 countries, and has a physical presence in 23 MSP locations.

The monthly average number of contingent workers managed during 2013 was 111k; this has gone up to a monthly average of 125k contingent workers in June and July 2014. The majority of Pontoon's contingent workforce is for non-professional job families (60%), and its particular industry focus is in technology and financial services.

The sourcing model most prevalent in Pontoon is to source via agencies using a vendor neutral MSP model. However master vendor and hybrid models are also used, more commonly outside of the U.S.

Pontoon targets all regions, however its core business relates to U.S. based multinational clients with >15k employees. The U.S. business represents 60% of its spend under management.

Scope of the Report

The report provides a comprehensive and objective analysis of Pontoon's managed service program outsourcing 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

14 pages

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Managed Service Program Vendor Assessments also Available for:

Advantage xPO

Alexander Mann Solutions

Allegis Global Solutions

Capita

Hudson

KellyOCG

ManpowerGroup Solutions TAPFIN

Resource Solutions

Volt