



Resource Solutions

Next Generation MSP: Optimizing Contingent Talent Strategies

Vendor Assessment Report Abstract

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Who Is This Vendor Assessment For?

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

Resource Solutions, a managed service program (MSP) and recruitment process outsourcing (RPO) provider, was established in 1997 to offer outsourced recruitment services.

Resource Solutions' contingent worker programs comprise MSP, Services Procurement, and SOW. Its MSP programs are integrated and tailored for each client. They offer a mix of direct sourcing, vendor-neutral, or master vendor models, with most clients choosing a combination of integrated management, supplier management, and direct sourcing.

During 2019, there was an increase in demand for direct sourcing relationships (with direct sourcing becoming the most popular option). The need for master vendor relationships diminished, with no new master vendor contracts signed during the year.

As more of Resource Solutions' clients embrace contingent worker solutions, Resource Solutions increasingly makes use of its proprietary Workplan tool with them to plan their contingent hiring needs. Workplan takes historical hiring data to identify hiring peaks and troughs across the year.

The plan to grow Resource Solutions' Services Procurement and SOW business came to fruition during 2019, with the hiring of dedicated resources to run the service specialism. SOW services (the last of four subcategories of service) will officially launch in 2020, with expectations of growth as clients demand support around IR35 compliance (with its dedicated IR35 consultancy service).

In 2019, Resource Solutions introduced its **Rejoin at Resource Solutions** return-to-work program which helps clients tap into a talent pool of seasoned professionals looking to re-enter the workforce after an extended career break.

In 2019, Resource Solutions extended its use of the meritocratic methodology (previously used for sourcing candidates with skills rather than experience) to candidate assessment. The broader use of the meritocratic approach across different hiring disciplines ensures that Resource Solutions drives better diversity and inclusion in its hiring.

Resource Solutions believes that the right mix of "People + Technology = Resource Solutions' magic."

Resource Solutions' proprietary technology is **talentsource**. It is a mobile-friendly, one-click apply, multifunctional platform used for MSP, RPO, and total talent solutions. It comprises several modules.

In 2019, thirteen enhancements were made to **talentsource** iDirect's functionality.

In 2020, **talentsource** will see the completion of the platform's redesign, with its iTrack and iRis modules already in the throes of being re-written.

Other proprietary technology introduced in 2019 includes RS Heatmaps (used by all clients), RS Marketview (the latest product), RS Paypulse (pay/daily rate data product), and RS GradView (used for permanent graduate-level hiring mainly).

Resource Solutions offers third-party technology/tools alongside its proprietary technology.

In 2019, Dot the bot, Resource Solutions' proprietary chatbot, went live with a flagship financial services client to answer basic contractor-related questions. For job applications, Dot the bot also ranks the candidate's level of experience, checks the self-certification of qualifications, and checks candidate knowledge with technical questions.

Resource Solutions manages many MSP/CWS clients. Resource Solutions' clients are predominantly large clients.

Resource Solutions' more recent client wins include Banking, Financial Services, and Technology.

In 2020 Resource Solutions will focus on transforming the candidate and hiring manager experience, taking a lean approach to service provision (adding appropriate efficiencies without impacting areas where high-touch delivery is preferable), and promoting/growing its procurement services/SOW offering. Also, it will formalize its consulting capability into a new service offering and continue to invest in its proprietary and third-party technology/tools.



Scope of the Report

The report provides a comprehensive and objective analysis of Resource 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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