Next Generation Managed Service Programs

Market Analysis
Abstract

Who Is This Report For?

NelsonHall's "Next Generation Managed Service Programs" report is a comprehensive market assessment report 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.

Scope of the Report

This report analyzes the changing shape of the global market for managed service programs (MSP) and its constituent services. The report addresses the following questions:

- What is the current and future market for MSP services?

- What are the key customer requirements?

- How and why are customer requirements changing?

- What are the benefits/ results vendors have achieved for their clients?

- What are the key selection criteria when choosing an MSP vendor?

- What is the size and growth of the MSP market (by region, model, industry sector and size of client)?

- Who are the leading vendors in MSP overall and by geography?

- What services are MSP vendors offering as standard?

- What unique services are MSP vendors offering to differentiate themselves?

- What technological platforms are being utilized and what are the latest developments and trends emerging?

- What technological investments/ developments have MSP vendors made in analytics?

- What disruptive tools and technologies are MSP vendors using to better enable their MSP services and what trends are emerging?

- How is the delivery of MSP services changing?

- What are the key challenges and critical success factors for MSP vendors?

Key Findings & Highlights

NelsonHall's market analysis of "Next Generation Managed Service Programs" consists of 91 pages, plus appendices.

The MSP market is focused on vendor neutral models, but their market share is diminishing as there is an increasing appetite for direct sourcing and hybrid models (comprising a mix of other models) in a bid to optimize talent acquisition and save cost. The use of SOW contracts, independent contractors, and gig workers is increasing, as contingent workers represent an increasing proportion of the workforce. There is a blending of MSP services with RPO services to varying degrees, with larger MSP vendors making a definitive move towards a total talent services offering.

MSPs have most presence in the pharma/healthcare, banking/financial services, technology, and telecoms sectors. Key drivers for having an MSP are: needing visibility on contingent workers, ensuring compliance, wanting continuous improvement/innovation, needing cost visibility/savings, and needing the latest technology.

MSP vendors jostle for position in different geographies per SUM market share, and while three MSP vendors dominate market share across the globe, there are many other MSP vendors offering a wide range of services and technology to meet clients' needs.

The MSP market has seen significant investment in building analytics platforms, developing analytics capability and the utilization of other tools and technologies to enable the better delivery of MSP services. This will continue apace as MSP vendors optimize programs for their clients in a bid to gain competitive edge in the acquisition of contingent talent.

The most successful MSP vendors are those which currently (and will continue to) focus on addressing talent shortages, offer technology consulting, have an agile approach to continuous improvement and innovation, and adapt their delivery capability to external forces (socio-economic, political, legal and technological, etc.) and client needs.

Contents

Report Length

103 pages, consisting of 7 chapters and 3 appendices

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