



Everest Group US IT Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2023

Focus on Experis
October 2023



Background of the research

After experiencing a significant surge in contingent talent demand post the pandemic, the contingent staffing industry in the US continued to experience growth in 2022 on account of the talent shortage. Enterprises continued to face a talent crunch in 2022 due to a skills shortage and the voluntary attrition of workers. Though the fears of an expected recession slowed down the trend, it did not invert the talent supply-demand gap. This continued the talent shortage in the US, which presented an opportunity for the contingent talent and strategic solutions providers to fill the talent gap by investing to improve capabilities in areas such as technology-driven solutions, managed services, learning and upskilling, and Diversity, Equity, and Inclusion (DEI).

This report examines the dynamics of the contingent talent and strategic solutions provider landscape in the US and its impact on the US contingent staffing market in 2022 from the lens of IT staffing, engineering staffing, business and professionals staffing, and industrial staffing. It gives an overview of the market and analyzes the areas where service providers differentiate themselves based on the comprehensive Everest Group PEAK Matrix®.

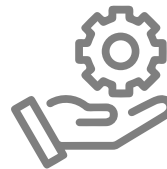
In this research, we focus on:

- Everest Group's US IT Contingent Talent and Strategic Solutions PEAK Matrix evaluation, a comprehensive assessment of 28 Contingent talent and strategic solutions providers in the US
- Everest Group's US Engineering Contingent Talent and Strategic Solutions PEAK Matrix evaluation, a comprehensive assessment of 22 Contingent talent and strategic solutions providers in the US
- Everest Group's US Business and Professionals Contingent Talent and Strategic Solutions PEAK Matrix evaluation, a comprehensive assessment of 23 Contingent talent and strategic solutions providers in the US
- Everest Group's US Industrial Contingent Talent and Strategic Solutions PEAK Matrix evaluation, a comprehensive assessment of 21 Contingent talent and strategic solutions providers in the US
- Remarks on key strengths and limitations for each contingent staffing provider
- Service provider landscape

Scope of this report



Geography
The US



Providers
Coverage: across 56 staffing providers



Services
Contingent staffing

Introduction and scope

Everest Group recently released its report titled [US Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2023](#). This report analyzes the changing dynamics of the US contingent talent and strategic solutions landscape and assesses service providers across several key dimensions.

As a part of this report, Everest Group positioned 28 service providers (on the Everest Group PEAK Matrix® for US IT contingent talent and strategic solutions providers), 22 service providers (on the Everest Group PEAK Matrix for US engineering contingent talent and strategic solutions providers), 23 service providers (on the Everest Group PEAK Matrix for US business and professionals contingent talent and strategic solutions), and 21 service providers (on the Everest Group PEAK Matrix for US industrial contingent talent and strategic solutions providers) as Leaders, Major Contenders, and Aspirants. The PEAK Matrix is a framework that provides an objective, data-driven, and comparative assessment of US contingent staffing providers based on their absolute market success and delivery capability.

Based on the analysis, **Experis was positioned as a Leader and a Star Performer among the US IT contingent talent and strategic solutions providers.** This document focuses on Experis' contingent talent and strategic solutions experience and capabilities in the US and includes:

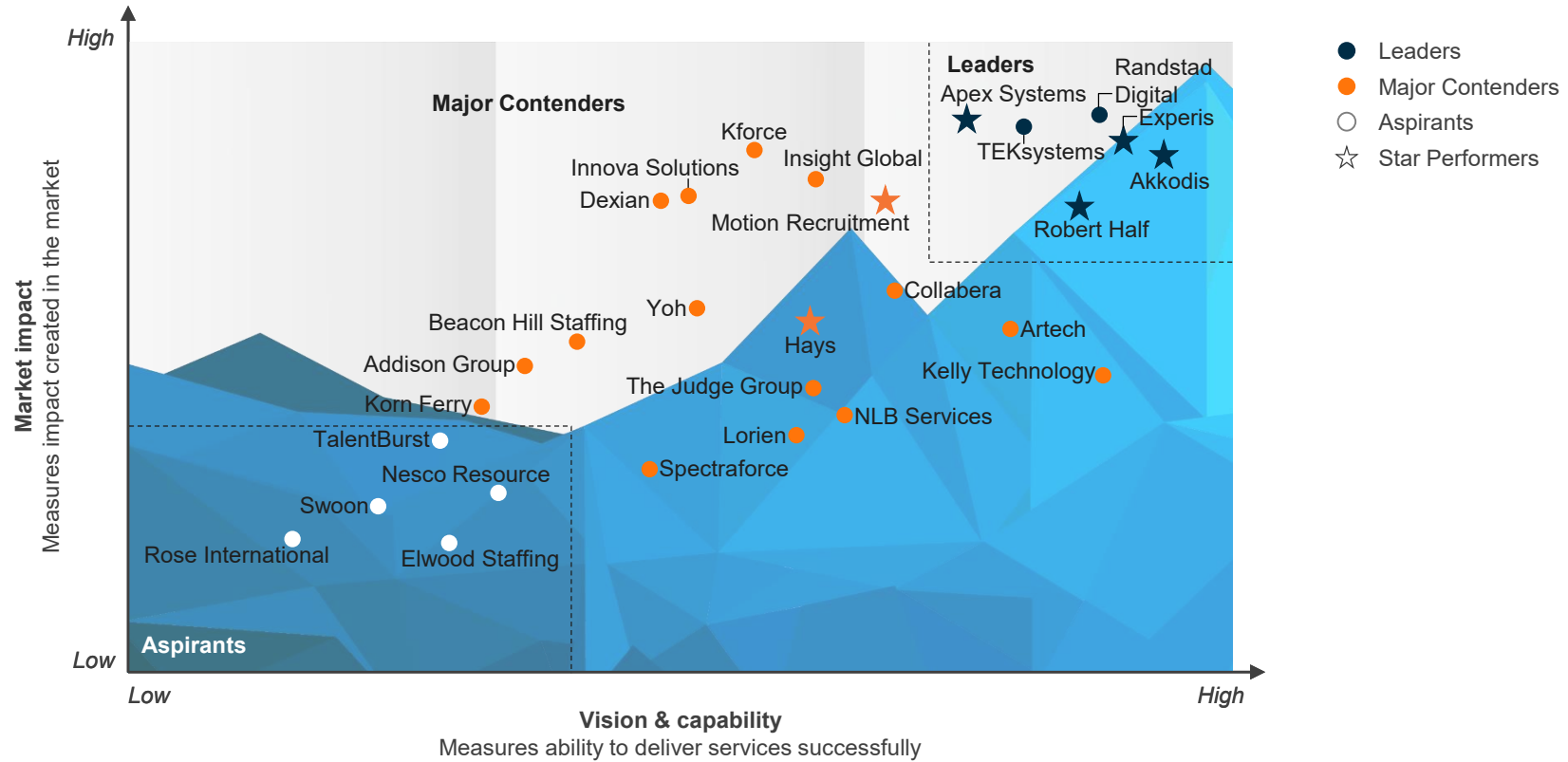
- Experis' position on the US IT Contingent Talent and Strategic Solutions Services PEAK Matrix® Assessment 2023
- Detailed contingent talent and strategic solutions profile of Experis in the US

Buyers can use the PEAK Matrix to identify and evaluate different service providers. It helps them understand the service providers' relative strengths and gaps. However, it is also important to note that while the PEAK Matrix is a useful starting point, the results from the assessment may not be directly prescriptive for each buyer. Buyers will have to consider their unique situation as well as their requirements and match them against the service provider's capability for an ideal fit.

Everest Group PEAK Matrix®

US IT Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2023 | Experis positioned as a Leader and a Star Performer

Everest Group US IT Contingent Talent and Strategic Solutions PEAK Matrix® Assessment 2023¹



¹ This assessment is based on Everest Group's estimates that leverage its proprietary Transaction Intelligence (TI) database, service providers' public disclosures, and interaction with buyers as well as inputs from providers including Akkodis, Artech, Experis, Kelly Technology, Korn Ferry, Motion Recruitment, NLB Services, Randstad Digital, Spectraforce, and TalentBurst
Source: Everest Group (2023)

Experis profile (page 1 of 6)

Overview

Company mission/vision statement:

Experis is an industry-leading technology recruitment and project services firm that gives visionary technology leaders the freedom to focus on the big picture. Their talent sourcing strategy uses insights, upskilling and global reach to give organizations the time and scalable resources to seize business opportunities, solidify their competitive advantage and take control of their outcomes.

US headquarters: Milwaukee, Wisconsin

Website: www.experis.com

Key leaders

- **Becky Frankiewicz**, President, ManpowerGroup North America
- **Ger Doyle**, Senior Vice President, Experis, Digital and Business Innovation
- **Christine Kiefer**, Senior Vice President, Experis Practices
- **Steve Brady**, Senior Vice President, Experis Sales and US Markets

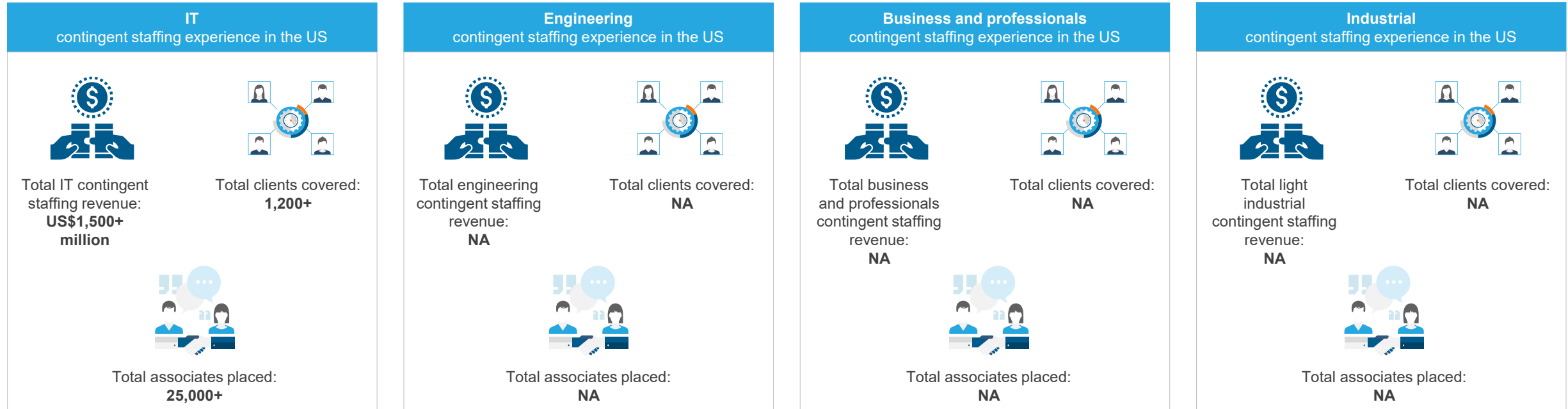
Recent contingent staffing-related developments/announcements

- **2023:** leased office space at The Line in South End
- **2022:** partnered with Cisco Networking Academy to train and upskill people around the world with in-demand IT skills
- **2021:** Christine Kiefer joined as Senior Vice President to lead Experis practices
- **2021:** acquired Ettain Group, one of the largest privately held IT resourcing and services providers in North America, which is now a part of ManpowerGroup's Experis business, further strengthening the global IT leadership

Capabilities within key contingent staffing areas		
Key areas	Proprietary/ Partnership	Details
Candidate sourcing and attraction	Both	Leverages its partnership with skill-specific associations, diversity associations, networking groups, and college/trade schools and by leveraging tools such as Bullhorn. Leverages programmatic job board advertising partners for sourcing optimization
Candidate assessment	Proprietary	Rapid qualification informed by data analysis models, pre-qualification screening processes, detailed technical screening with Experis SMEs, assessments to coincide with positions, and auto-match technology
Background checking	Partnership	Leverages E-verify for various criminal background checks
Onboarding	Both	Leverages the in-house onboarding guide with the Onboarding 365 (e-staff) for new hires and assignment-specific onboarding
Robotic Process Automation (RPA)	Proprietary	Leverages the in-house auto match technology, which expedites and enhances the matches of candidates with desired positions. Also leverages partnership with UiPath
Data and analytics	Proprietary	Leverages Bullhorn, which generates reports that can incorporate any combination of performance indicators for recruitment, retention/turnover, quality, delivery of service, and more
Managed services	Proprietary	Provides full project ownership with decades of experience across key areas such as business transformation, enterprise applications, digital workspace, cloud & infrastructure, and cybersecurity. Experis delivers projects and services utilizing standards from the Project Management Institute (PMI) as well as other industry best practices. It has established financial services hubs in key markets around the United States. It also leverages its IBM Reseller partnership with IBM to provide IT solutions
Training and development	Both	Leverages its in-house innovative digital career pipeline program, Experis Academy. In addition to powerYou training platform, IT powerUp training program and Pluralsight Certifications. It also leverages a partnership with Microsoft Learn Career Connected
Diversity, equity, & inclusion	Partnership	Invests in national partnerships with a variety of organizations that provide access to diverse talent. A partial list of diversity recruitment efforts includes participation in American Indian, Hispanic, Black, and women's organizations
Delivery footprint	Proprietary	Leverages its global presence and on-ground presence across five continents. It has developed robust offshore capabilities and leverages them for project and managed services, and staff augmentation

Experis profile (page 2 of 6)

US portfolio

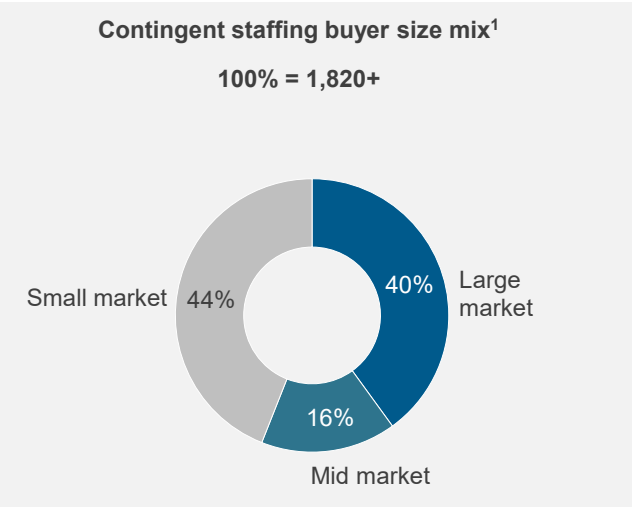
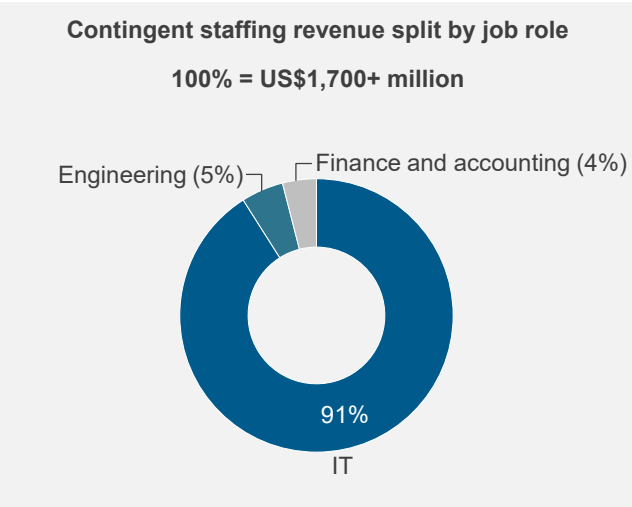
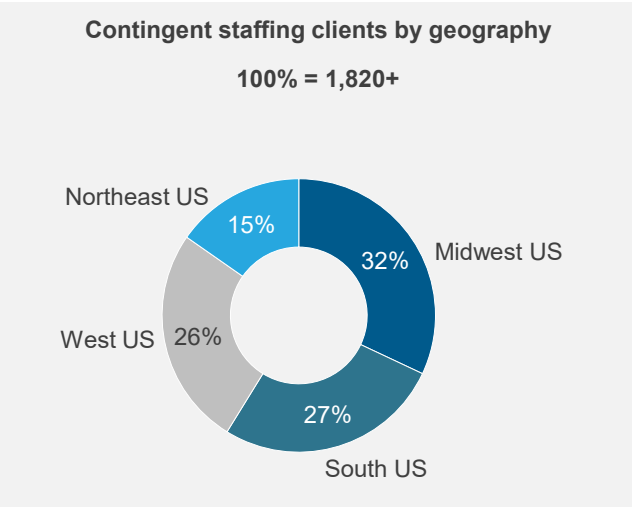
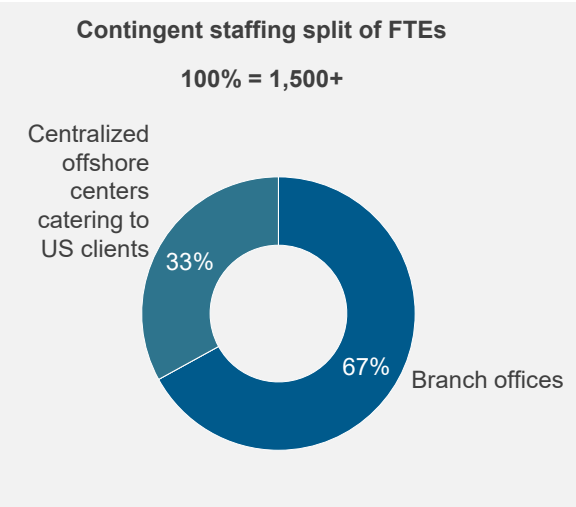
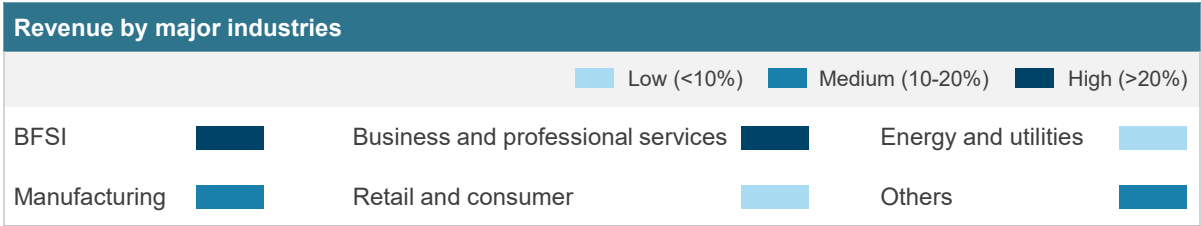
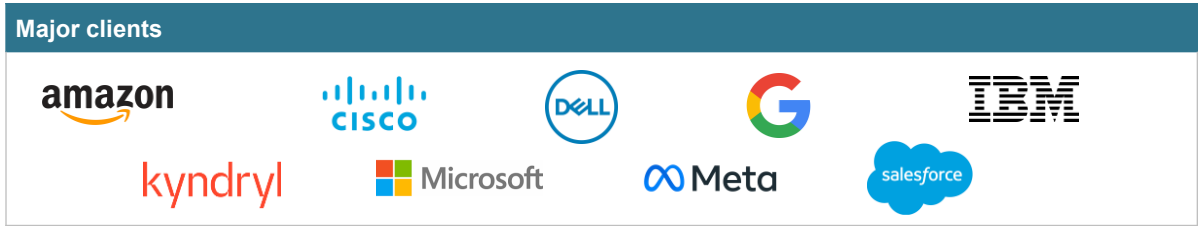


Partnerships



Experis profile (page 3 of 6)

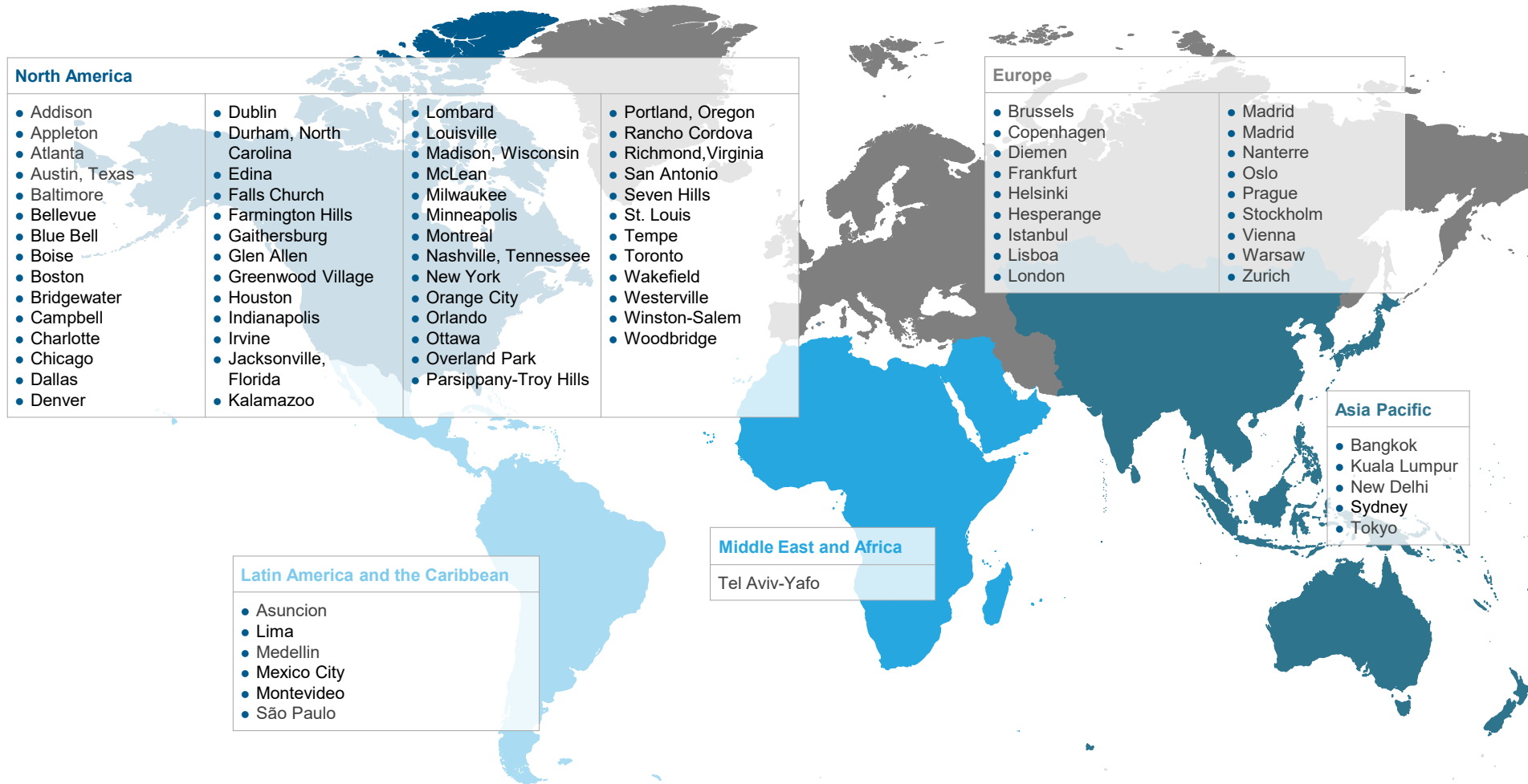
US portfolio



¹ Buyer size is defined as small-market (<US\$1 billion in revenue), mid-market (US\$1-5 billion in revenue), and large-market (>US\$5 billion in revenue)

Experis profile (page 4 of 6)







Key delivery locations



Experis profile (page 5 of 6)

Everest Group IT assessment – Leader and Star Performer

Measure of capability:  Low  High

	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Innovation and investments	Scope of services	Delivery footprint	Overall
IT									










Strengths

- Experis, part of the ManpowerGroup, offers contingent staffing, permanent placement (direct hire), and project-based workforce solutions. It recently completed the full integration of Ettain Group, which will further expand its capabilities in the IT staffing and managed services space
- Within the IT staffing space, it has developed capabilities to source talent for application services, infrastructure services, data services, automation services, and next-generation/emerging technologies. Within the managed services space, it has a specialized focus on services such as business transformation, cybersecurity, digital workspace, cloud and infrastructure, and enterprise applications
- It has partnered with Bullhorn to avail modern recruiting software to source candidates at a faster pace, improve time to fill and sourcing efficiency, and enhance the end-to-end experience of recruiters and candidates
- It has a strong emphasis on associate experience and redeployment, which is evident by its continued investments in:
 - **Experis Academy and powerYou:** a curated pool of instructor-led, self-paced, and hands-on courseware for associate upskilling and reskilling
 - **Hire train and deploy:** amid the rapidly changing skills landscape, Experis offers client and partner-specific training programs to help them to build talent pipelines for niche and specialized skills
 - Developing the associate and candidate app to access job opportunities, manage personal and banking information, facilitate job and shift scheduling, and provide feedback

Experis profile (page 6 of 6)

Everest Group IT assessment – Leader and Star Performer

Measure of capability:  Low  High

	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Innovation and investments	Scope of services	Delivery footprint	Overall
IT									

Limitations

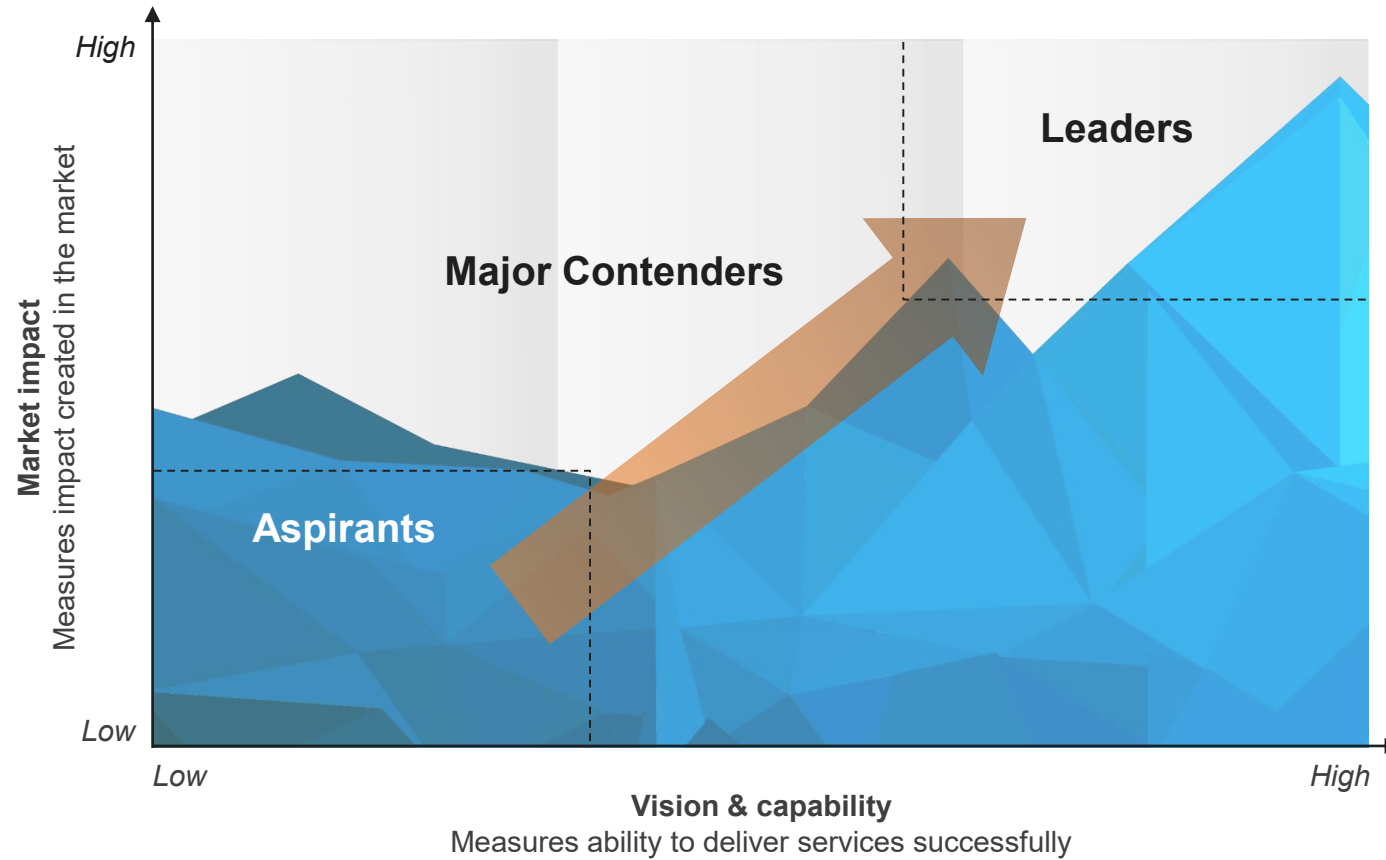
- Experis’ penetration and market success in sectors such as media, pharma, and life sciences is limited; clients looking for such services may need to evaluate its capabilities carefully
- It continues to broaden its managed services portfolio; however, it is yet to make significant investments to develop a strong partner ecosystem and IP/solutions to seamlessly deliver complex services at scale and speed

Appendix

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability



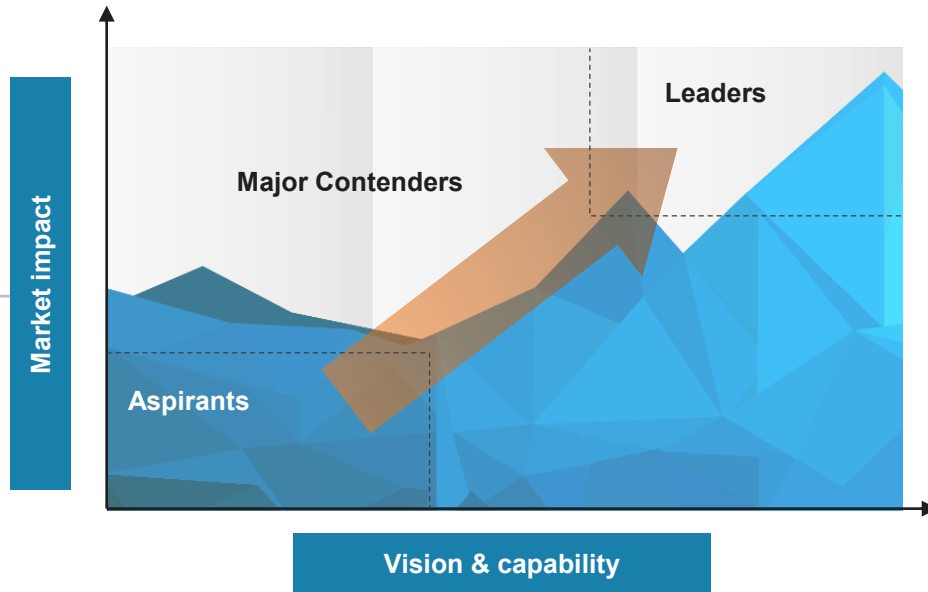
Everest Group PEAK Matrix



Services PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

- Market adoption**
Number of clients, revenue base, YOY growth, and deal value/volume
- Portfolio mix**
Diversity of client/revenue base across geographies and type of engagements
- Value delivered**
Value delivered to the client based on customer feedback and transformational impact



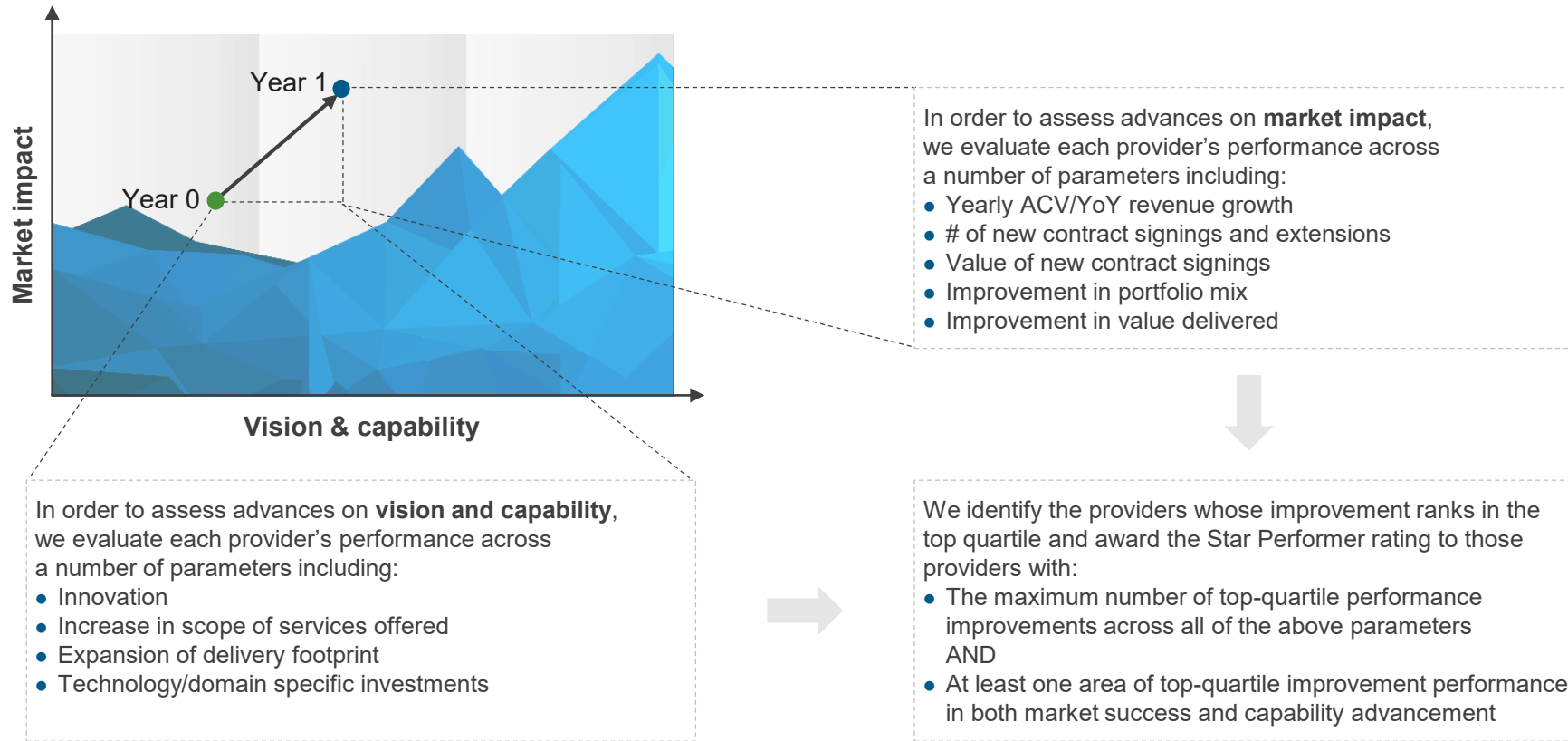
Vision & capability
Measures ability to deliver services successfully. This is captured through four subdimensions

- Vision and strategy**
Vision for the client and itself; future roadmap and strategy
- Scope of services offered**
Depth and breadth of services portfolio across service subsegments/processes
- Innovation and investments**
Innovation and investment in the enabling areas, e.g., technology IP, industry/domain knowledge, innovative commercial constructs, alliances, M&A, etc.
- Delivery footprint**
Delivery footprint and global sourcing mix

Everest Group confers the Star Performers title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performers title relates to YoY performance for a given vendor and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Does the PEAK Matrix® assessment incorporate any subjective criteria?

Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

- Enterprise participants receive summary of key findings from the PEAK Matrix assessment
- For providers
 - The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
 - In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

- Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:
 - Issue a press release declaring positioning; see our [citation policies](#)
 - Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
 - Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)
- The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or [contact us](#)

Does the PEAK Matrix evaluation criteria change over a period of time?

PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.



Everest Group is a leading research firm helping business leaders make confident decisions. We guide clients through today's market challenges and strengthen their strategies by applying contextualized problem-solving to their unique situations. This drives maximized operational and financial performance and transformative experiences. Our deep expertise and tenacious research focused on technology, business processes, and engineering through the lenses of talent, sustainability, and sourcing delivers precise and action-oriented guidance. Find further details and in-depth content at www.everestgrp.com.

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