



## Market Update

# CWS and MSP Services

### Report Abstract

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NelsonHall

4 pages

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## Who is this Market Update for?

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NelsonHall's market update for CWS and MSP Services is designed for:

- Sourcing managers investigating sourcing developments within the financial services sector
- Vendor marketing, sales, and business managers developing strategies to target service opportunities within the financial services sector
- Financial analysts and investors specializing in the financial services sector.

## Key Findings & Highlights

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This document provides an update to NelsonHall's assessment of the CWS and MSP Services market in the light of recent market developments.

The November 2022 forecast of buoyant contingent hiring volumes, to compensate for permanent hiring cutbacks, proved to be too optimistic, after what has been a turbulent year for most CWS/MSP vendors in 2023. Some services have continued to be in demand and technology enhancements continue at a steady pace, but these sit alongside some areas that have been scaled back.

## Scope of the Report

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This Market Update report updates NelsonHall's assessment of the CWS and MSP Services market, including:

- A recap of the key points from our last market assessment
- A summary of significant market developments since then
- A brief analysis of how the CWS and MSP sector is responding to changing market dynamics.

## About The Author

Nikki is a Principal Research Analyst at NelsonHall, with shared responsibility for HRO research globally. Nikki is responsible for HRO research in the areas of Contingent Workforce Services (CWS)/Managed Service Program (MSP), Learning Platforms, and Learning Services.

Nikki has a wealth of operational experience across the entire HR function, including talent acquisition, talent development, employee engagement, employee relations, compensation, benefits, payroll, employment law, and HR systems. She also has significant experience in leading and managing business transformation/integration and cultural change projects, including outsourcing key business functions, accelerated growth via TUPE transfers, organization and process redesign, and M&A initiatives (including due diligence, rebranding, cultural realignment, and compensation and benefits changes).



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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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