



ManpowerGroup Solutions

Next Generation Recruitment Process Outsourcing

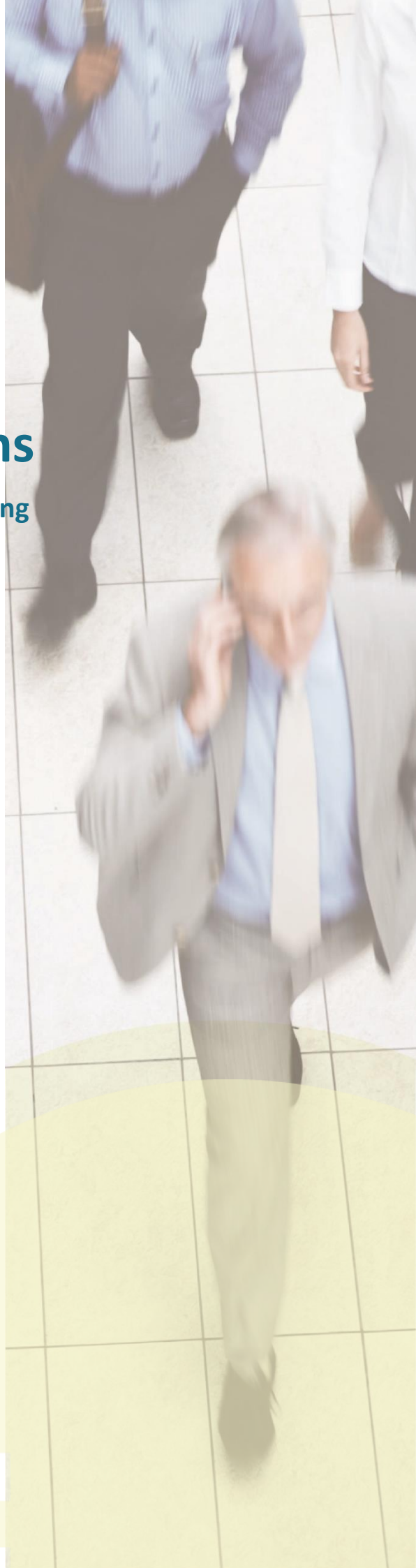
Vendor Assessment
Report Abstract

January 2018

By Nikki Edwards
Principal Research Analyst
NelsonHall

22 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Next Generation Recruitment Process Outsourcing vendor assessment for ManpowerGroup Solutions (MPGS) is a comprehensive assessment of MPGS' recruitment process outsourcing (RPO) offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within RPO
- HR decision makers exploring the benefits and inhibitors of RPO 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.

Key Findings & Highlights

ManpowerGroup Solutions (MPGS) focuses on outcome based talent solutions including RPO, MSP (via its TAPFIN brand), and workforce consulting (via its Proservia brand).

MPGS serves ~490 RPO clients which have full end to end RPO contracts. Established RPOs include technology, engineering/manufacturing, telecoms, insurance and professional services. MPGS offers end to end (enterprise) RPO, project RPO, sourcing and screening, hybrid RPO blended RPO/MSP and total talent models.

NelsonHall estimates MPGS' revenues in 2016 were \$2.4bn. MPGS' RPO revenues in 2016 were \$264.0m and NelsonHall estimates MPGS' 2017 RPO revenues to be ~\$300.0m. MPGS will focus on flexible models across RPO, RPO/MSP, and total talent (tailored by industry, organization size, and maturity of market). It will continue to develop its in-house capability in service specialisms (employer branding, social media, etc.); restructure its SSCs based on skills and total talent operations, using automation where appropriate; and will continue developments in/ utilization of its analytics platform/other third-party tools/technologies.



Scope of the Report

The report provides a comprehensive and objective analysis of MPGS' recruitment process outsourcing 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).

Contents

| | |
|----|--------------------------------------|
| 1. | Background |
| 2. | Revenue Summary |
| 3. | Key Offerings |
| | 3.1 Service Models |
| | 3.2 MPGS Service Offerings |
| | 3.3 Process SLAs/KPIs |
| 4. | Delivery Capability and Partnerships |
| | 4.1 Geographic Footprint |
| | 4.2 Proprietary Technology |
| | 4.3 Technology Partners |
| | 4.4 Analytics and Automation |
| 5. | Target Markets |
| | 5.1 MPGS' Target Markets |
| | 5.2 Example of Key Clients |
| 6. | Strategy |
| 7. | Strengths & Challenges |
| | 7.1 Strengths |
| | 7.2 Challenges |
| 8. | Outlook |

Report Length

22 pages

Report Author

Nikki Edwards

nikki.edwards@nelson-hall.com