



# Targeting Managed Service Programs

Market Analysis  
Abstract

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## Who Is This Report For?

NelsonHall's "Targeting 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 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 customer requirements and how are they changing?
- What are the benefits/results vendors have been able to achieve for their clients?
- What services are customers buying from MSP vendors?
- What is the size and growth of the MSP market by geography?
- What is the size of the MSP market by industry and which sectors are experiencing increased demand? What is the size by small, mid and large market?
- Who are the leading vendors in MSP overall and by geography?
- What are the vendor selection criteria, challenges and critical success factors for vendors targeting MSP?
- What technologies and platforms are being utilized and what are the latest developments and trends emerging?



## Key Findings & Highlights

NelsonHall's market analysis of Managed Service Programs (MSP) consists of 84 pages.

The MSP market is currently focused on vendor neutral models and localized service delivery. However, there is an increasing appetite for direct sourcing as well as SOW contracts, as organizations seek greater effectiveness and look for outcome based models.

In addition, MSP services will increasingly blend with RPO services to meet wider workforce challenges.

## Contents

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7. Offshore Delivery in Managed Service Programs
8. Challenges and Success Factors
9. Appendix I – Vendors Researched
10. Appendix II – Abbreviations & Definitions

## Report Length

84 pages, consisting of 8 chapters

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