



**KEY TRENDS  
(2021-2025)**



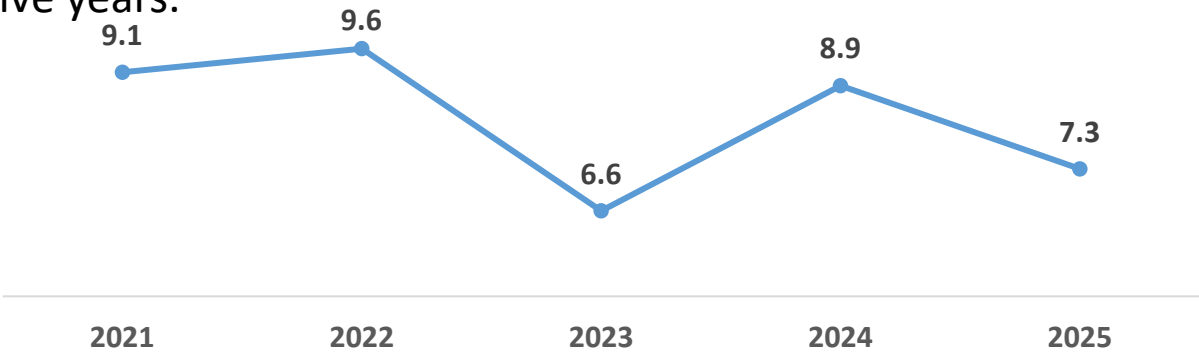
# MSP Baker's Dozen Methodology

- *HRO Today* distributes a survey link to about 42 providers and to our own list of MSP customers each year.
- The Baker's Dozen questionnaire has 30 questions. It measures providers in three dimensions: breadth of services, size of deal, and quality of service.
- Companies need a minimum of 10 surveys from 7 companies to qualify for the enterprise list.
- The ranking is completely based on customer feedback and quantitative rankings.
- In 2025, there were 130 useable survey respondents.

# Service Utilization

*My company outsources the following MSP services to this provider*

- In 2025, the average number of reported services used is 7.3. The range has varied between an average of 6.6 and 9.6 for the last five years.



- The most used services since 2020 have varied in order, though management of the contingent labor talent pool; enterprise-wide contingent workforce reporting and analytics; and supplier compliance and performance management have all been in the top four since 2021.

	2021	2022	2023	2024	2025
Management of contingent labor talent pool	59%	54%	55%	71%	64%
Enterprise-wide contingent workforce reporting and analytics	63%	55%	45%	52%	48%
Supplier compliance and performance management	67%	61%	43%	63%	44%
Consolidated invoicing	68%	71%	44%	60%	43%



Most commonly  
outsourced service



Second most commonly  
outsourced service



Third most commonly  
outsourced service

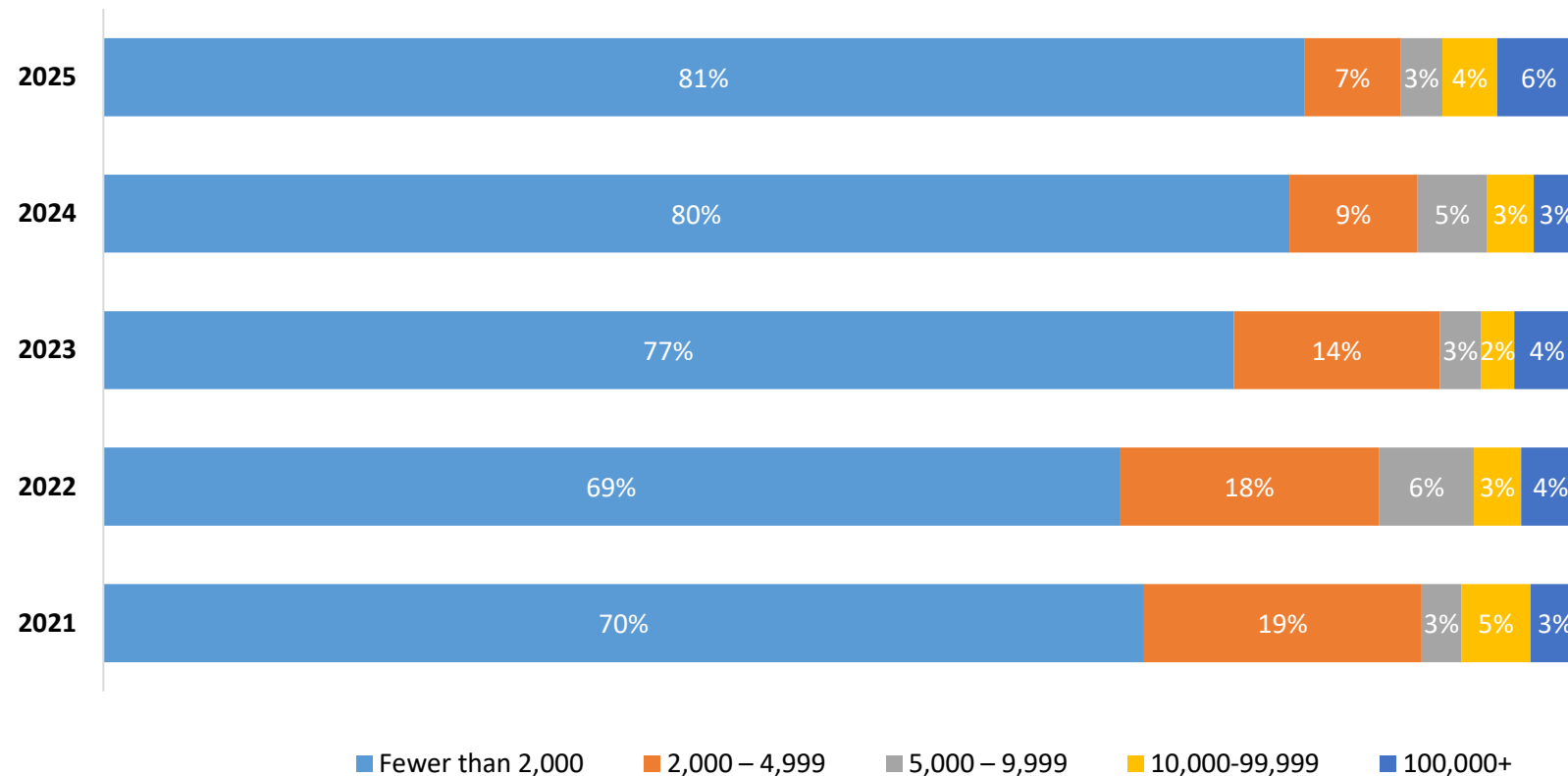


Fourth most commonly  
Outsourced service

# MSP Program Size: 2021-2025

*My MSP (Contingent Labor Resourcing and Management) program covers contingent workers totaling:*

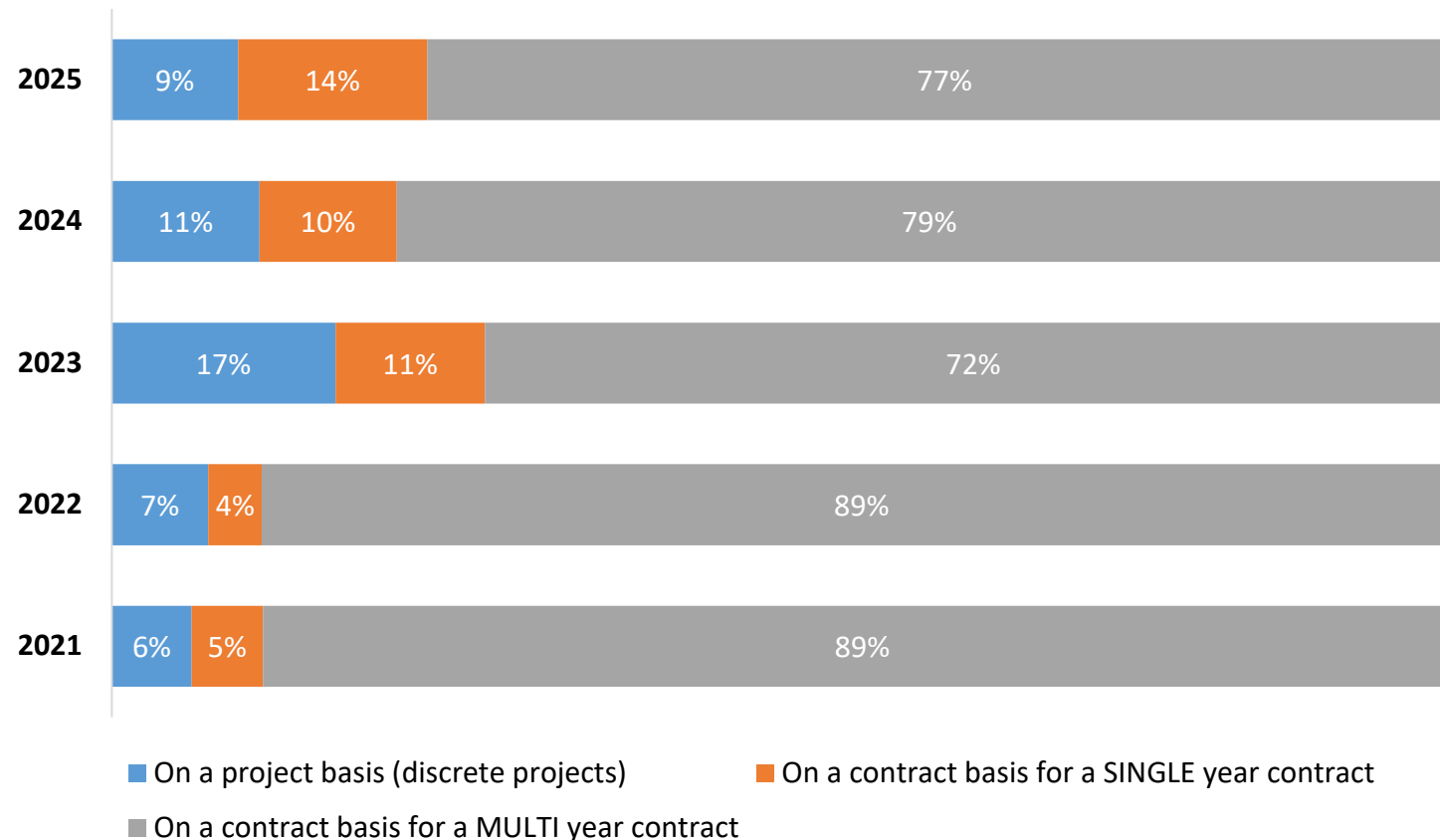
- Overall, the size of MSP programs has fallen since 2021.
  - In 2025, 81% of programs are covering fewer than 2,000 workers, up from 70% in 2021.
  - However, in 2025, 6% of programs covered 100,000+, the highest it has been in five years.



# Relationship Type

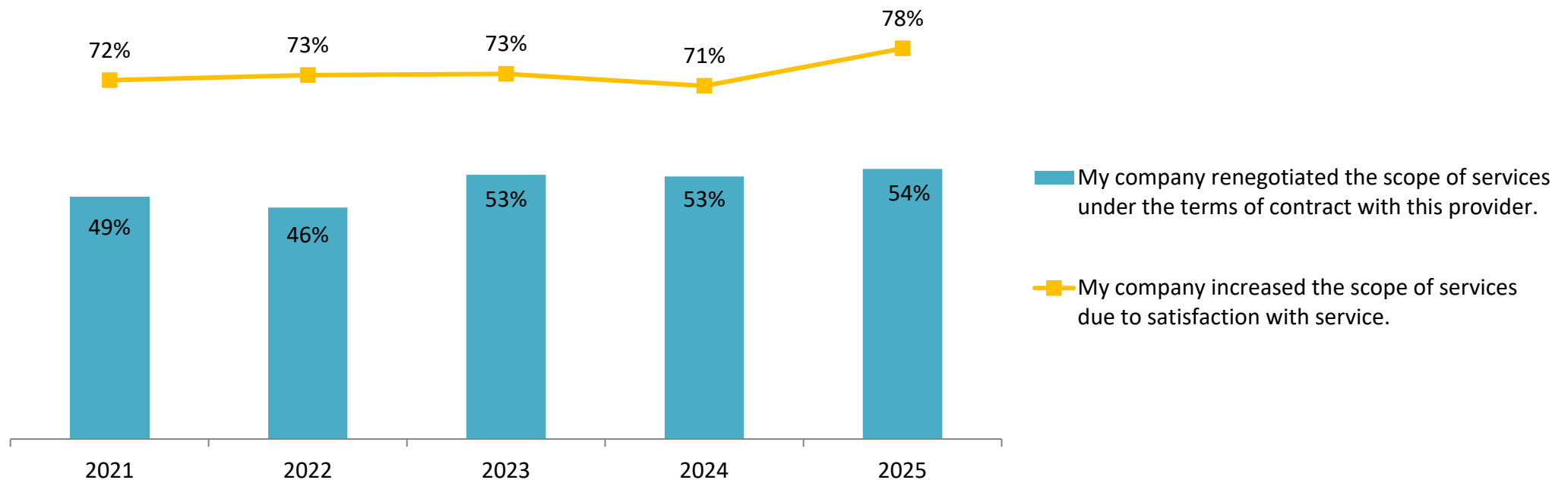
*This provider provides service primarily:*

- The proportion of multi-year contracts has fallen since 2021. In 2025, 77% of services are on a contract basis for a multi-year contract, down from 89% in 2021 and 2022.



# Contract Renegotiation

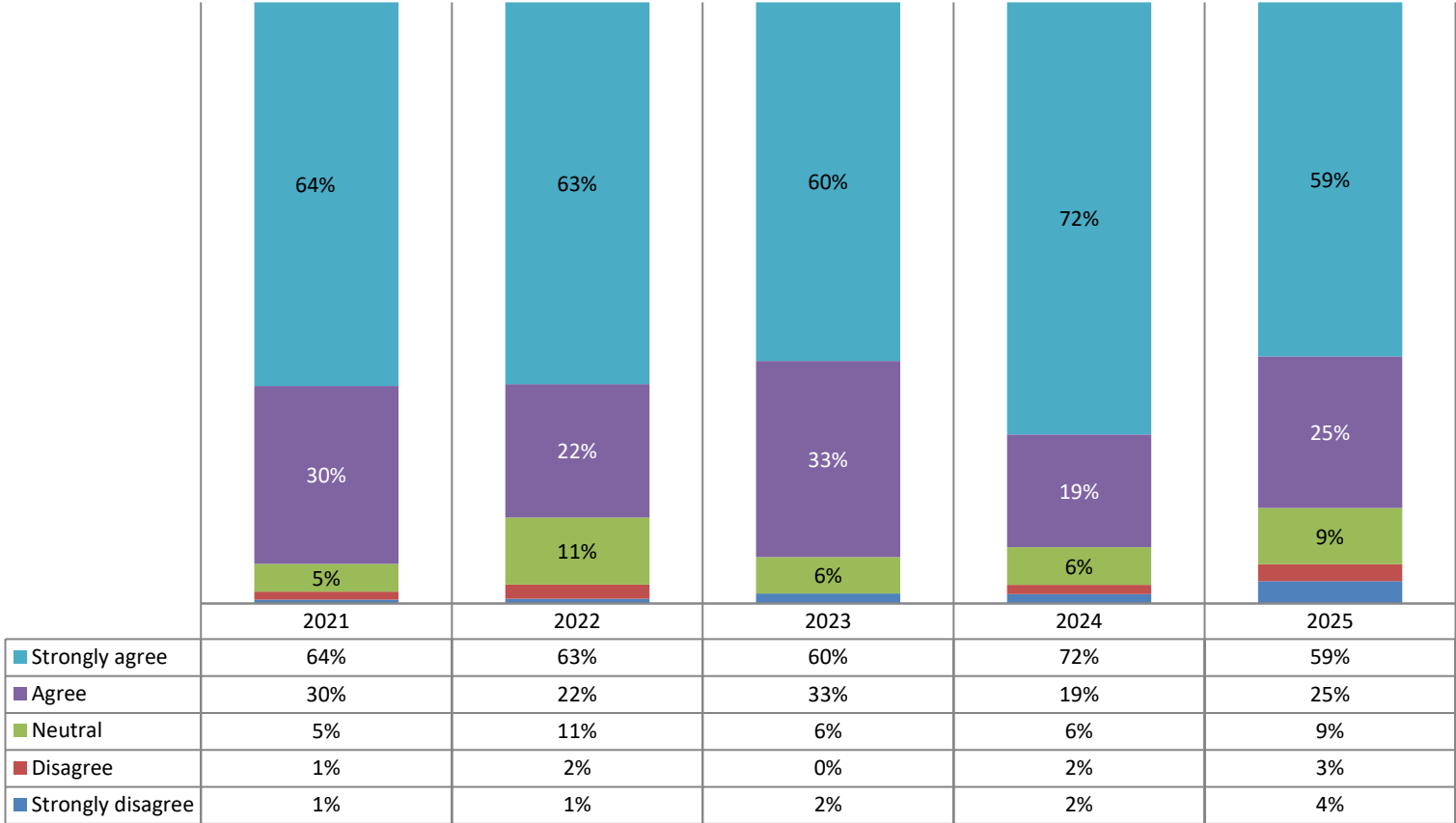
- Contract renegotiation in 2025 increased to 78% from 71% in 2024.
- An increase in the scope of services during negotiation held steady at 54% in 2025, about where it has been the last three years. In 2021, expansion of contracts was lower than in subsequent years, at 49%.



# Satisfaction Metrics: Trust

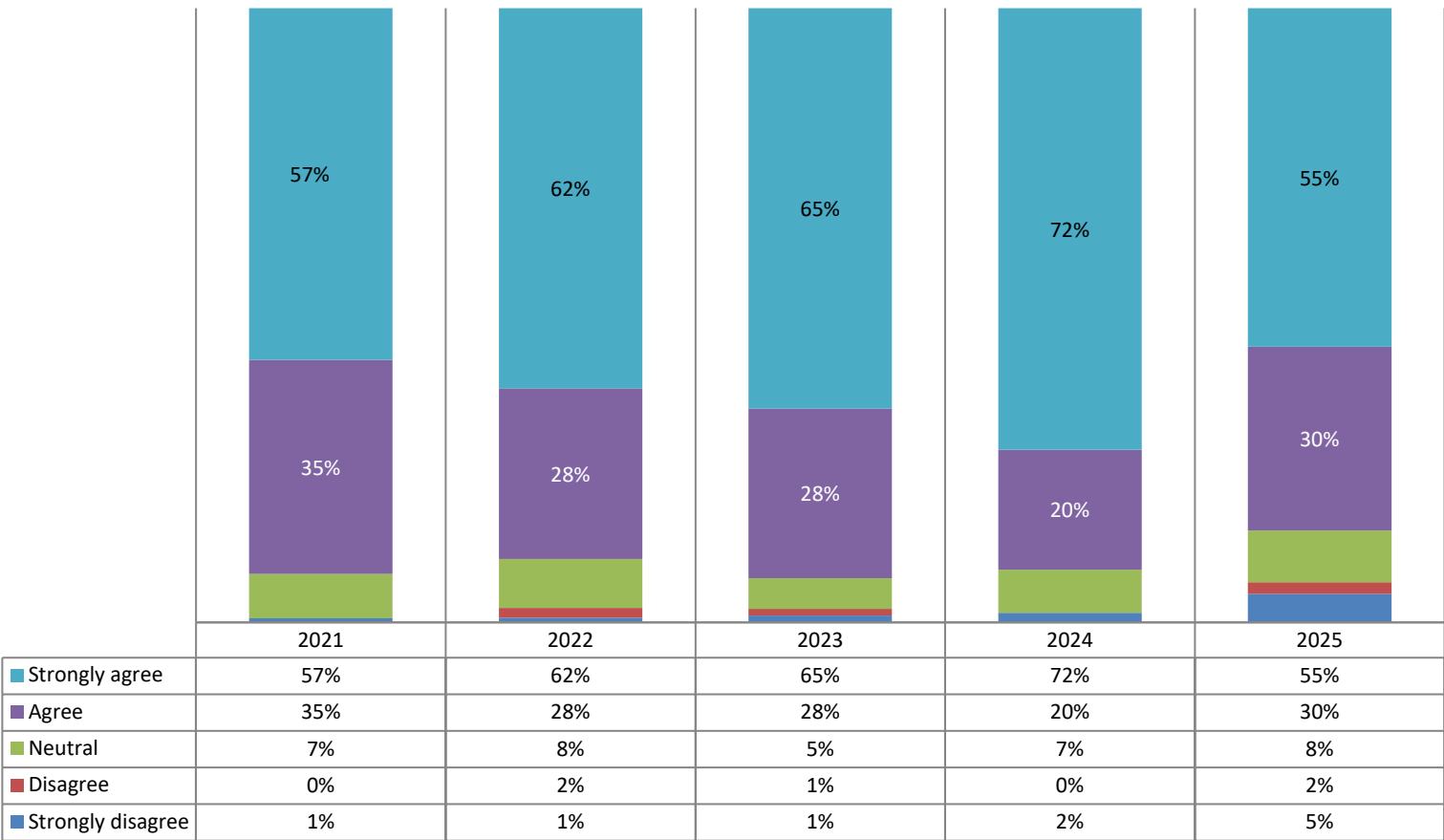
Results of three of the satisfaction questions used in the study are included in this trend report.

- I trust the executive assigned to my account* is among the most crucial elements of satisfaction examined. In 2025, 84% agreed with the statement, down from 91% in 2024. Overall, trust is the lowest it has been in five years.



# Satisfaction Metrics: Responds Well to Criticism

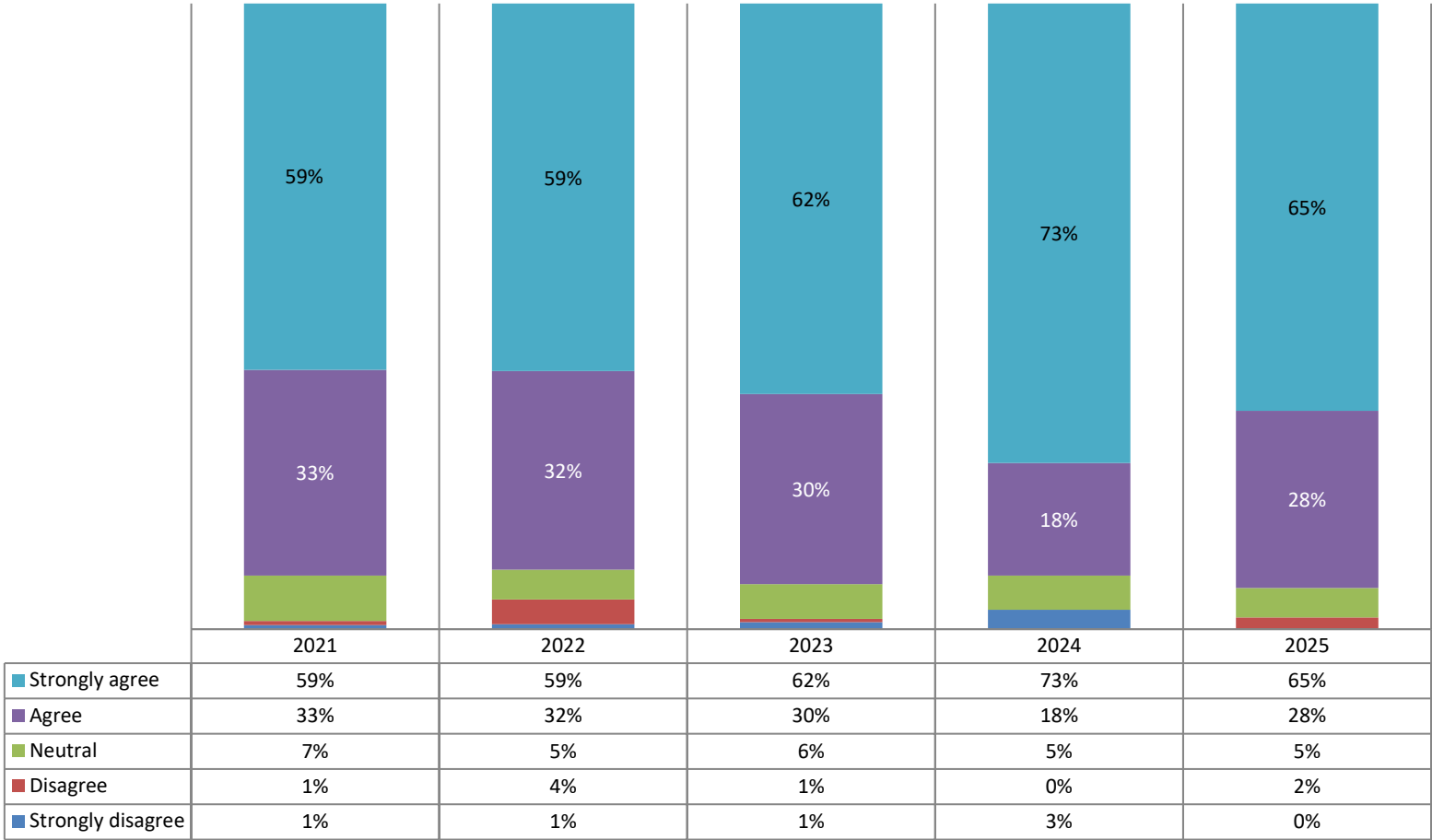
- In 2025, 85% strongly agreed that their provider *responds well to criticism and makes changes to improve problem areas*, down from 91% in 2024. Agreement in this area is the lowest it has been since 2021.





# Satisfaction Metrics: Overall Satisfaction

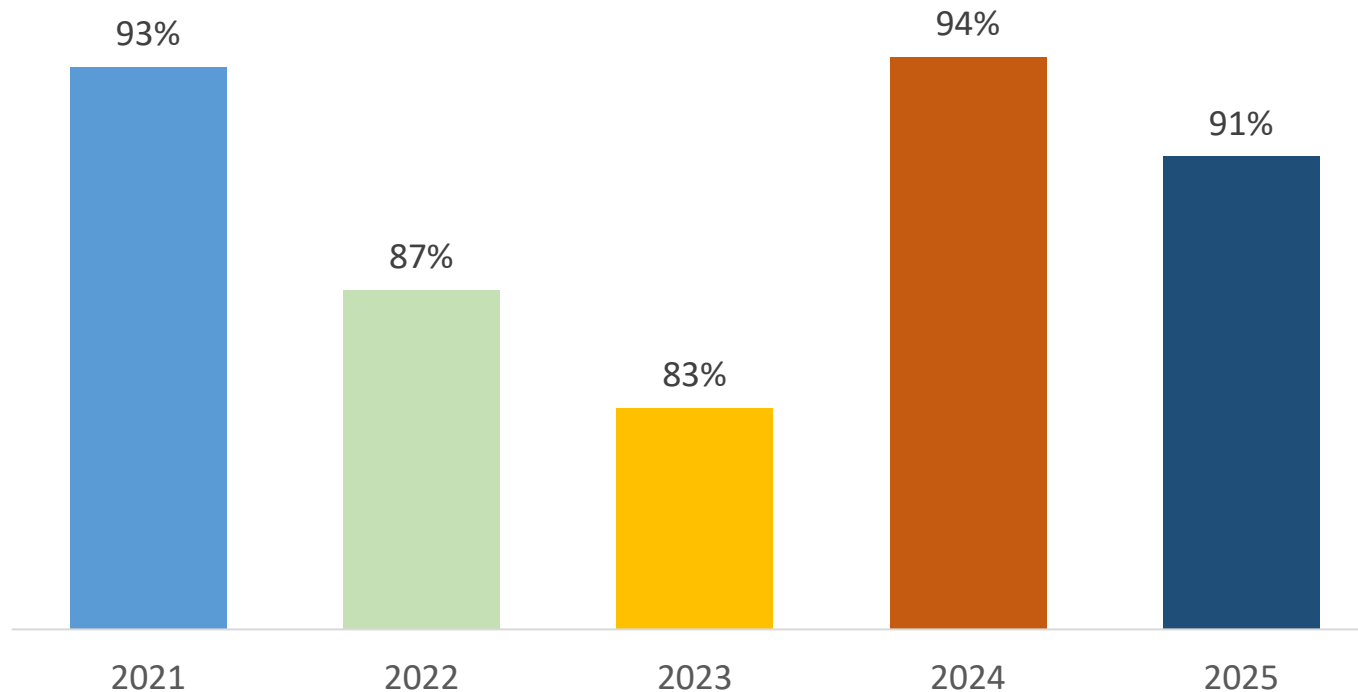
- In 2025, 93% agreed that overall, they are very satisfied with their provider. Agreement in this area has been very consistent since 2021.



# Analytics Reporting

*This provider delivers regular program reporting and analytics that meet the organization's needs.*

- In 2025, 91% of Baker's Dozen clients indicated that reporting and analytics that meet their needs are delivered by their provider.



# MSP Baker's Dozen Ranking 2025

Provider	Overall Score
1. AgileOne	662.33
2. KellyOCG + Sevenstep	658.99
3. DZConneX	654.97
4. PeopleScout	628.08
5. Aya Healthcare/Qualivis/Symmetry/Vaya	627.49
6. Magnit	535.38
7. Medical Solutions	534.30
8. Workspend	420.30
9. Gattaca Solutions	377.15
10. Broadleaf Results	334.14

# 2025 HRO Today Baker's Dozen MSP (Contingent Labour Resourcing and Management) Report

- For a comparison of each provider in our survey, along with a complete question-by-question analysis, our detailed research reports are available for purchase.



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