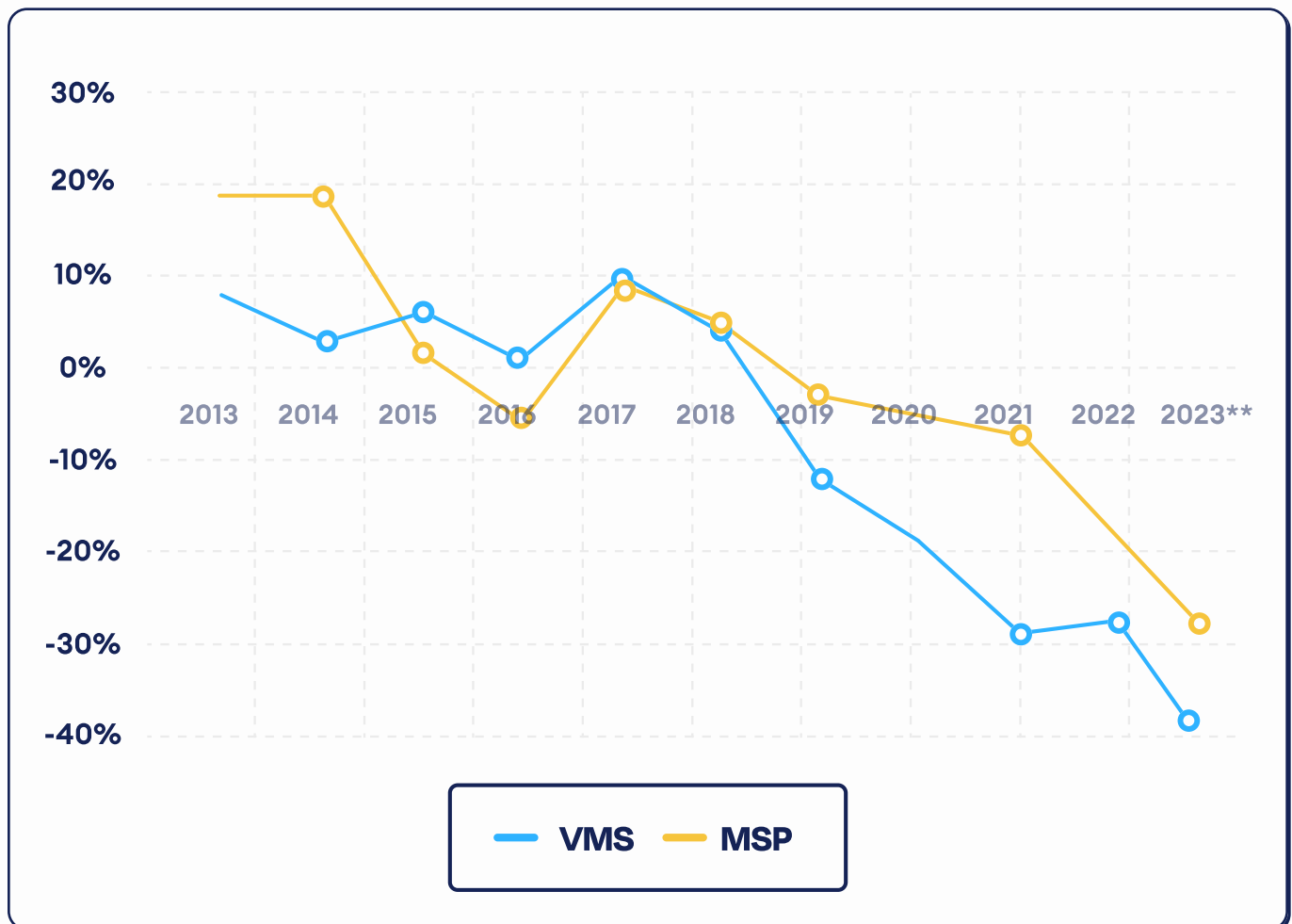


Declining Industry NPS Scores...What Does It Mean?

NPS scores for managed service providers (MSP) and vendor management systems (VMS) have been on a consistent downward trajectory for the past decade, despite these services serving as long standing operational pillars in the contract workforce management industry.



Ongoing efforts to reengineer legacy solutions have not slowed this decline. We believe this can be attributed to deeper, structural issues rather than specific shortcomings, and here's why.

Key areas of friction include costly implementations, inflexible scaling, poor user experience, and limited integration

Traditional MSP/VMS models are transactional and operationally inflexible, failing to meet evolving customer needs

The future of contract workforce management lies in leveraging technology to improve customer satisfaction and meet modern standards

Modern software platforms offer integrated, self-serve solutions that address essential services like employment, freelancer compliance, and vendor management from one place

Modern platforms provide the necessary flexibility, integration, and user experience improvements that legacy solutions have been unable to deliver

HireArt is the only complete platform that gives companies all of the tools they need to manage their own contingent workforces. We embed global employer of record (EOR) capabilities, on-demand sourcing, vendor management, and freelancer compliance into a single, unified contingent workforce program, and have an industry-leading NPS.

***Sources:**

1. Staffing Industry Analysts, CWS 3.0, "Program Tune-Up: Reversing the Downward Trend for VMS and MSP Satisfaction"
<https://bit.ly/42u4aVC>
2. Staffing Industry Analysts, Workforce Solutions Buyer Survey 2023



To learn more about how HireArt can help you manage your own contingent workforce program more effectively, visit hireart.com