



Everest Group Vendor Management System (VMS) PEAK Matrix® Assessment 2024

Focus on SimpleVMS

June 2024



Introduction

Vendor Management Systems (VMSs) continue to be an important technology solution as more enterprises leverage contingent workers as part of their workforce and require a capable technology solution for Contingent Workforce Management (CWM). In recent years, VMSs have not only enhanced features and functionalities related to traditional staff augmentation but also expanded services to include other areas within CWM, such as services procurement, independent contractors, and direct sourcing.

The VMS technology landscape is evolving, with many technology providers building capabilities to serve specialized client needs across geographies and industries. Providers are investing in increasing the breadth and depth of their functionalities/offerings, enhancing the User Interface / User Experience (UI/UX) of the solution, and providing a mobile-enabled solution for their clients. Additionally, they are enhancing integration capabilities to create end-to-end ecosystems and investing in next-generation technologies such as automation and generative AI.

In the full report, we analyze the VMS technology landscape across various dimensions:

- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 22 leading VMS providers
- Competitive landscape in the VMS technology provider market
- Remarks on key strengths and areas of improvement for each VMS provider
- Assessment of VMS capabilities

Scope of this report

Geography: Global

Industry: All industries

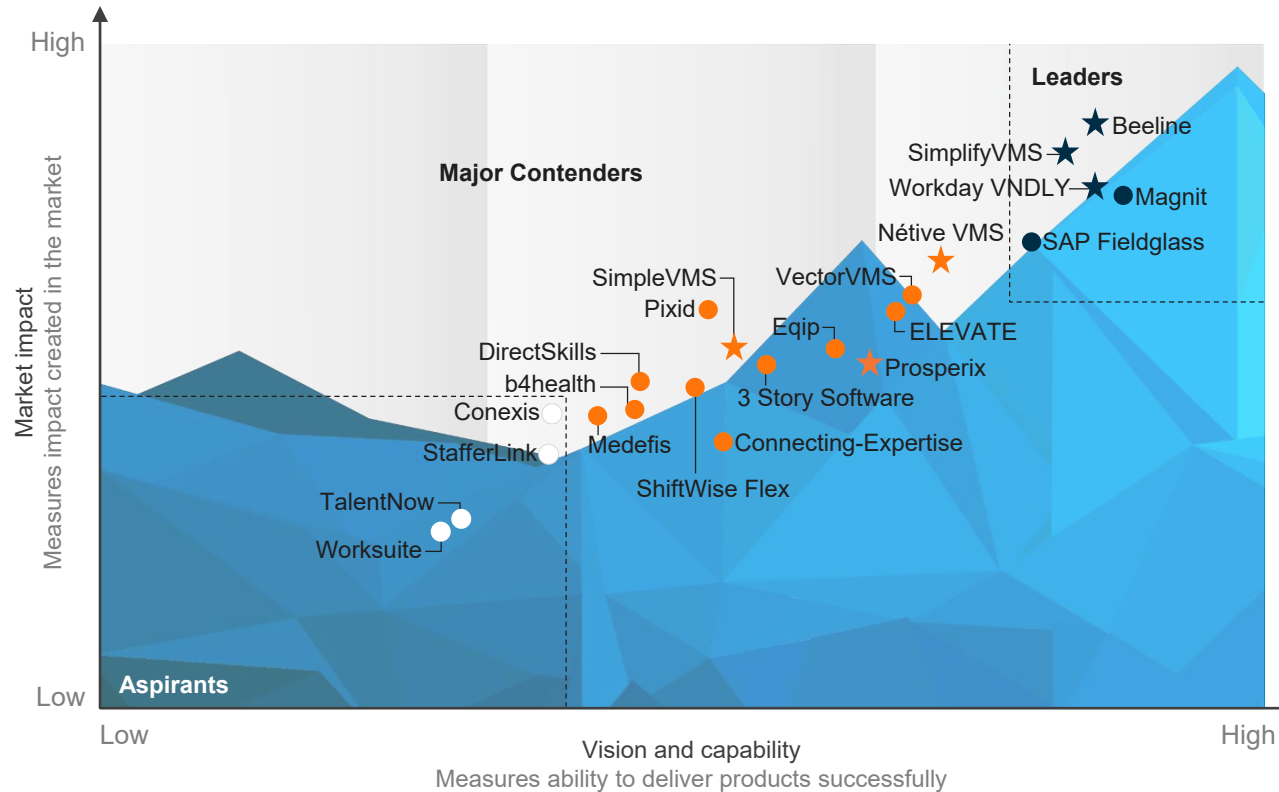
Products: Vendor Management System (VMS)

Everest Group PEAK Matrix®

Vendor Management System (VMS) PEAK Matrix® Assessment 2024 – Global | SimpleVMS is positioned as a Major Contenders and a Star Performer

Everest Group Vendor Management System (VMS) PEAK Matrix® Assessment 2024 – Global^{1,2,3,4}

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



1 Assessment for Connecting-Expertise, SAP Fieldglass, TalentNow, and WorkSuite does not include provider inputs and is based on secondary research, provider public disclosures, and Everest Group's internal intelligence and interactions with enterprise buyers

2 Connecting-Expertise and Pixid VMS are both part of Pixid Group, both brands continue to operate and go to market separately, hence they have been positioned accordingly

3 Global VMS PEAK Matrix also includes some region- and industry-specific providers with a strategic focus on the US healthcare market, these providers include b4health, Medefis, ShiftWise Flex, and StafferLink

4 Some of the other major VMS players such as Coupa and SmartERP are not positioned on the PEAK Matrix® due to a lack of sufficient data

Source: Everest Group (2024)

SimpleVMS profile (page 1 of 7)

Overview

Company overview

SimpleVMS, part of Avionté, is a US-based vendor-neutral VMS with integrated timekeeping solutions that helps clients manage temporary workers, services procurement / Statement of Work (SOW), and permanent employees. It helps in creating job postings, interview scheduling, employee onboarding, time keeping, invoicing and payment.

Headquarters: Cincinnati, Ohio

Website: www.simplevms.com

Key leaders

- Jason Oswald, President/CEO/Founder
- Rob Geist, SVP of Growth
- Scott Frost, CIO/Founder
- Sarah Clifton, Director of Marketing and Strategy
- Andrea Thorn, Director of Operations

Suite of services

SimpleVMS has expertise in managing light industrial roles. Its services encompass job requisitioning, shift scheduling, credentialing, vendor communication, automatic job refilling, reporting, invoicing, and a full suite of integrated timekeeping tools. It also offers services procurement / SOW helping clients with headcount and asset tracking, bidding, and negotiations

Version number: 2.0

Release date: 2024

MSP partners

Not disclosed

Market adoption and partnership overview (2023)

- VMS Spend Under Management (SUM): US\$1 billion
- Number of active VMS deals: not disclosed
- Total number of formal partners: 26 (staffing agency channel partners)
- Number of FTEs: 29
- Number of countries served: 2

Recent developments

- Acquired by Avionté, a staffing platform provider, to create an end-to-end integrated ecosystem for talent sourcing and management
- Recently added an AI photo timekeeping option

Key clients

Not disclosed

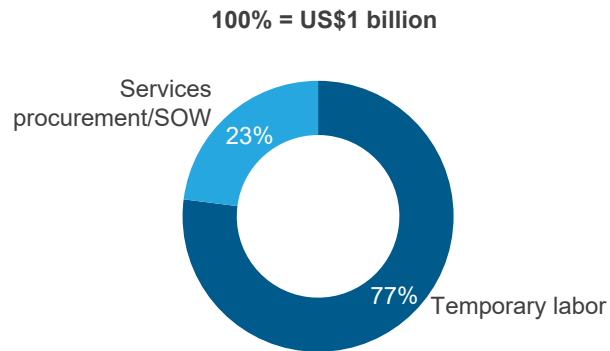
Other key partners

Not disclosed

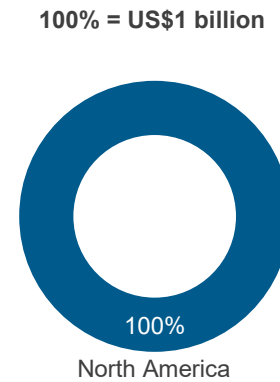
SimpleVMS profile (page 2 of 7)

Portfolio

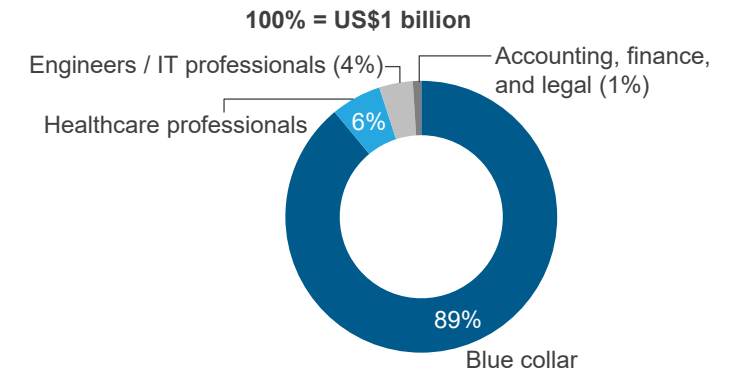
Split of VMS spend managed by labor type in 2023



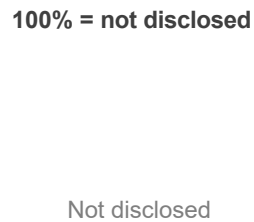
Split of VMS spend managed by geography in 2023



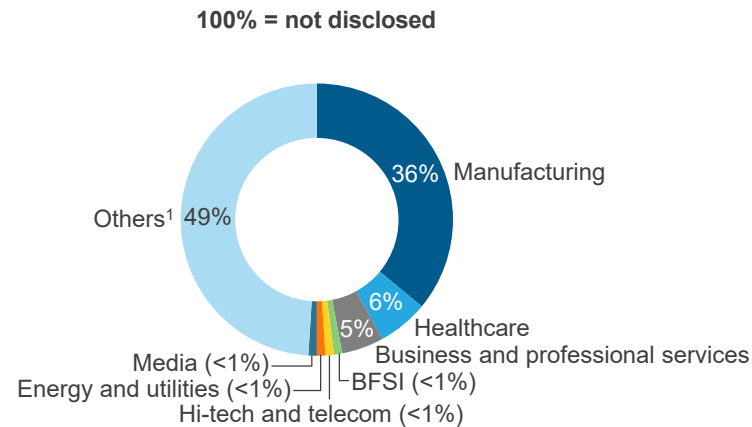
Split of VMS spend managed by job family in 2023



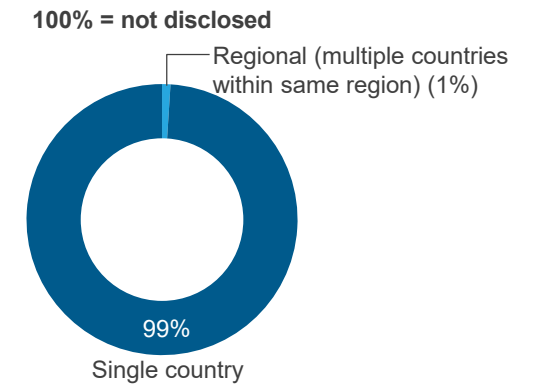
Split of VMS deals by buyer size in 2023



Split of VMS deals by buyer industry in 2023



Split of VMS deals by geographic scope in 2023



¹ Others include logistics and warehousing

SimpleVMS profile (page 3 of 7)

Product functionalities and other capabilities

Functionalities across modules

● Available ● In the roadmap ● Available via partner ● Not available

Temporary labor management

Requisition hierarchy management	Tiered supplier lists and rotations	Candidate assessments (screening / technical / aptitude tests)	Asset tracking and management
Rate management (breakdown by taxes, burden, and statutory costs)		Three-way invoicing when an MSP is involved	Supplier self-billing of invoices

Services procurement / SOW management

Headcount tracking	Procure-to-Pay (P2P) and administration activities (invoicing, billing, and payments)	Milestone-/deliverable-based project management	RFx (RFI/RFP) for vendor sourcing
Assessment and evaluation of bids		Contract negotiation and SOW creation	

Independent Contractor (IC) management / direct sourcing

Separate interface and defined workflow for IC requisitioning	IC bidding across multiple channels	Rate card for ICs	Worker classification evaluation as per local regulations to manage risk
Private talent pool creation and management	Candidates sourcing from external marketplaces	Communicate/Engage with talent pools	Vendor marketplace (vendors with talent pools)

Healthcare and blue collar-specific capabilities

Dedicated module for managing healthcare workers (locums, per diems, travel nurses, etc.)	One-day-shifts management	Shift management on specific days (e.g., M-W-F-only shifts)	Worker can swap shifts on an assignment
Credentialing management (tracking, automatic notifications for expiring credentials, etc.)	Separate compliance module to track client-specific requirements	Encrypted fields in the compliance module to protect sensitive data	Float pool management (healthcare)
Automated requisition creation to refill vacant positions	Time and attendance	Worker tracking	Multiple pay structures (hourly wages, shift differentials, and overtime rates)

SimpleVMS profile (page 4 of 7)

Product functionalities and other capabilities

Capability and offerings

● Available ● In the roadmap ● Available via partner ● Not available

Self-service and User Interface (UI) / User Experience (UX)

Guided workflow / Decision tree (for selecting right requisition options)	In-application virtual assistant bot	Dedicated mobile application for hiring managers	Dedicated mobile application for workers
Dedicated mobile application for suppliers		Digital Adoption Platform (DAP) capability ¹	

Implementation and support

SOC2 certification	Offered as a SaaS product	Multi-tenant architecture	Hosted on private cloud
Hosted on public cloud	Both online/classroom training	Training in multiple languages	24/7 customer support

Reporting and analytics

Tracking and reporting	Descriptive analytics	Predictive and prescriptive analytics	Interactive widget-based dashboards
Customized / Ad hoc reports for clients	Reports/data download (in formats such as PDF and Excel)	Supplier performance assessment analytics	Peer benchmarking
Services procurement / SOW-specific analytics		Integrations with third-party market data sources (rate/salary data, talent demand-supply data, etc.)	

Advanced features and next-generation capabilities

Candidate matching and ranking/scoring	Artificial Intelligence (AI) / Machine Learning (ML) leverage	Automated interview scheduling	Chatbot / Chat functionality for stakeholder communication
RPA leverage		Personalized recommendations for better decision-making (based on user preferences, previously used templates, historic data, etc.)	

¹ Digital Automation Platform (DAP) offers in-application guidance and helps users complete and learn processes within the underlying application

SimpleVMS profile (page 5 of 7)

Product functionalities and other capabilities

Unique capabilities and offerings





















- Comprehensive suite of timekeeping tools, with functionalities such as real-time punch-in/punch-out time features for different departments and cost-per-unit calculations
- Strong invoicing functionalities including the ability to generate invoices on behalf of suppliers (reverse invoicing) as well as generating invoices by site, department, or cost centers
- Integration with a range of technologies including Applicant Tracking Systems (ATSs), payroll systems, warehouse management systems, back-office systems, and background check providers
- Multiple pay rates for the same worker during instances of overtime and shift change
- Full cost accounting functionality with cost center switching

SimpleVMS profile (page 6 of 7)

Everest Group global assessment – Major Contender and Star Performer

Everest Group North America assessment – Major Contender

Measure of capability:  Low  High

	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Core technology	Emerging/differentiating technology	Implementation, UI/UX, and support	Engagement and commercial model	Overall
Global										
North America										

Strengths





















- SimpleVMS, part of Avionté, is a US-based vendor-neutral VMS with integrated timekeeping solutions that help clients manage temporary workers, services procurement / SOW, and permanent employees
- In a strategic move, it was acquired by Avionté, an ATS and staffing software provider, that aims to create an end-to-end integrated ecosystem for talent sourcing and management and bring different stakeholders involved in contingent talent acquisition together
 - While the integration with Avionté is still in progress, it aims to create deep integration between the VMS and ATS, both in terms of breadth and depth. This integration can streamline timekeeping and attendance processes and reduce invoicing and billing discrepancies
 - The acquisition is expected to enhance recruitment efficiency and improve visibility and reporting into recruitment processes
 - The integration extends to incorporate Avionté 24/7 into the ecosystem, allowing pre-vetted candidates to automatically be submitted to employers when they apply
- It integrates with a range of technologies including ATSs, payroll systems, warehouse management systems, back-office systems, and background check providers
- Small- and mid-market clients looking to hire for clerical and light-industrial roles will find its offerings appealing. It has robust capabilities to manage blue-collar specific functionalities
 - It offers functionalities such as shift scheduling, credentialing, automatic job refilling when a worker leaves a job, and multiple pay rates for the same worker during instances of overtime and shift change
 - It possesses a comprehensive suite of timekeeping tools, with functionalities such as real-time punch-in/punch-out time features for different departments, and cost-per-unit calculations. Clients can also use its timekeeping tools to manage permanent employees
- It supports services procurement functionalities such as bidding, headcount and asset tracking, and milestones and budget tracking
- The requisition hierarchy management feature offers the capability to approve jobs via email, thereby reducing delays by eliminating the need to log into the system
- SimpleVMS offers strong invoicing functionalities, including the ability to generate invoices on behalf of suppliers (reverse invoicing) as well as generating invoices by site, department, or cost center based on clients' needs
- SimpleVMS has a robust staffing channel partnership program and access to hundreds of suppliers. This is particularly beneficial for enterprises in search of additional suppliers to meet their needs
- Referenced clients highlighted its reporting capabilities, user-friendliness, and customization based on clients' requirements as SimpleVMS' areas of strength

SimpleVMS profile (page 7 of 7)

Everest Group global assessment – Major Contender and Star Performer

Everest Group North America assessment – Major Contender

Measure of capability:  Low  High

	Market impact				Vision and capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Core technology	Emerging/differentiating technology	Implementation, UI/UX, and support	Engagement and commercial model	Overall
Global										
North America										

Limitations

- Currently, SimpleVMS has a presence only in North America; clients from regions beyond North America may find their needs unmet
- Although it has good experience in serving small- and mid-size deals, clients looking to manage large spend with complex needs and workflows should evaluate SimpleVMS' capabilities carefully
- It has limited experience in managing job families beyond blue-collar roles, and while it serves clients across industries, clients from industries such as BFSI, energy and utilities, and government and public sector need to assess its experience before engaging
- It has limited capability to manage non-traditional talent channels such as independent contractors and direct sourcing and is yet to receive traction to manage these worker categories
- While it has capability and experience in services procurement management, it lacks functionalities such as vendor sourcing through RFI/RFP and contract creation and administration
- SimpleVMS will gain access to the Avionté 24/7 mobile application with the upcoming integration; however, it presently lacks native mobile applications
- Referenced clients highlighted that SimpleVMS has the opportunity to further improve candidate and hiring manager experience

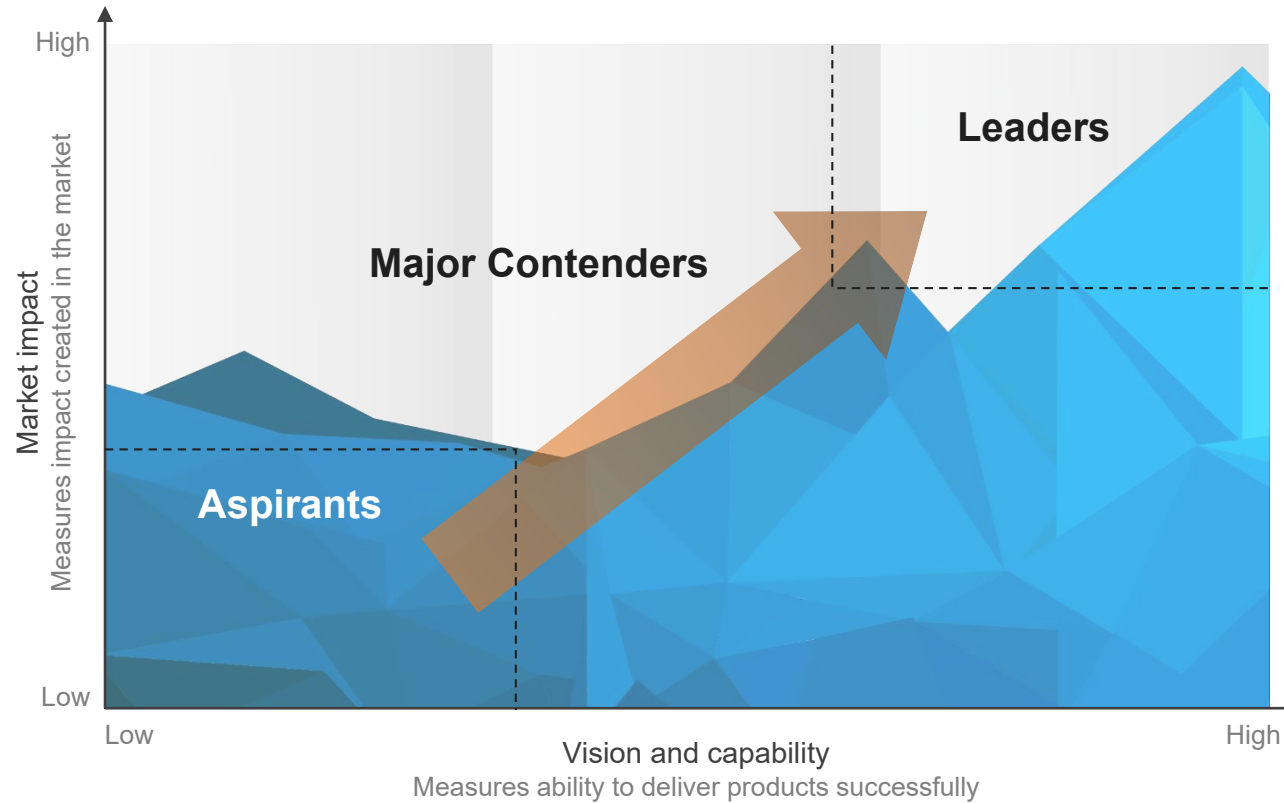
Appendix

PEAK Matrix® framework

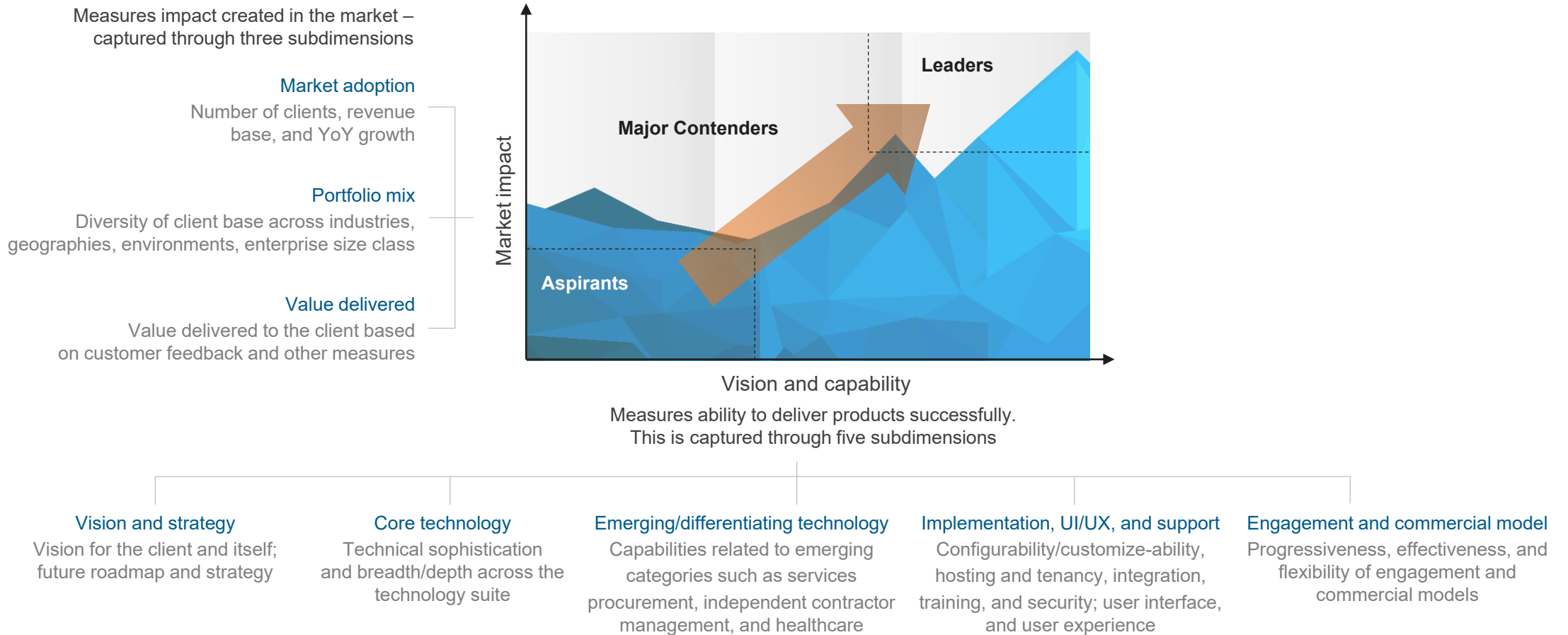
FAQs

Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision and capability

Everest Group PEAK Matrix



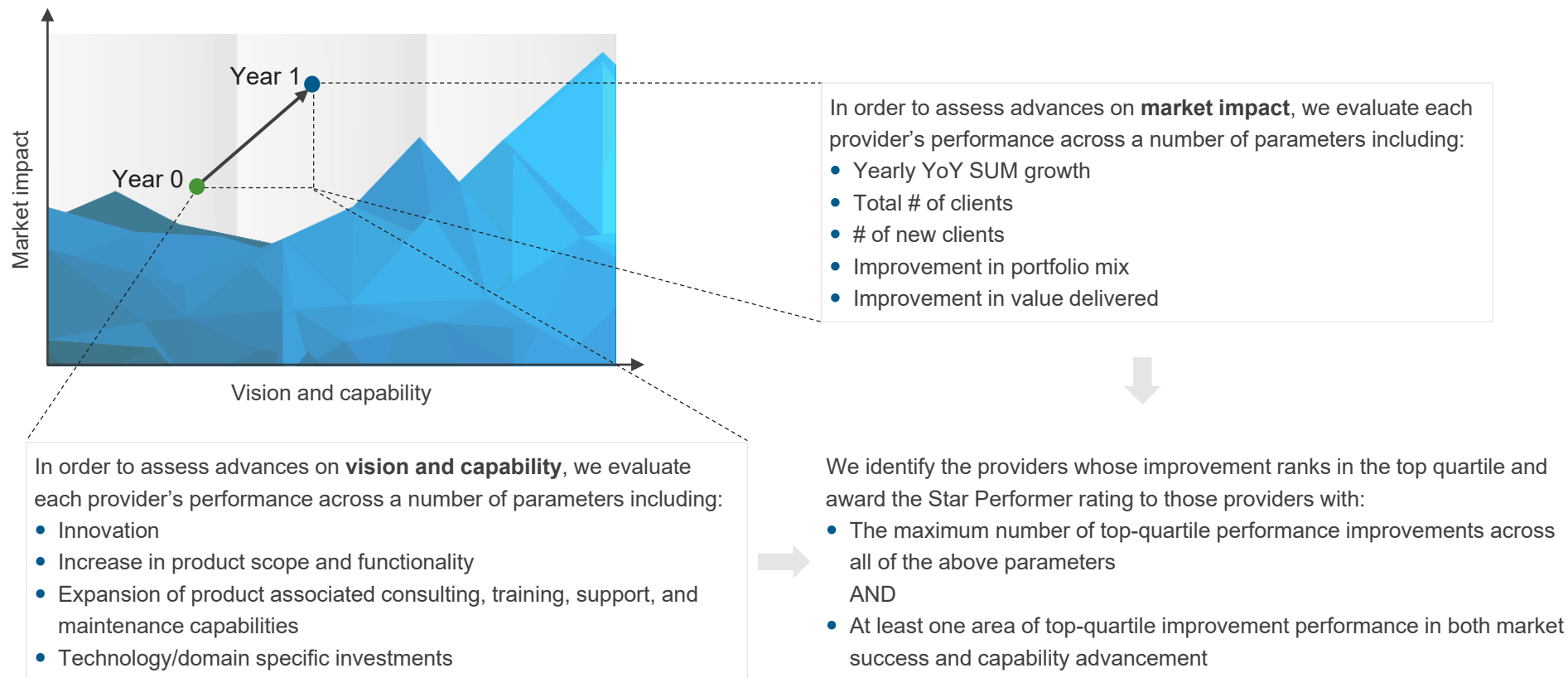
Products PEAK Matrix® evaluation dimensions



Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

FAQs

Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?

A: Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?

A: No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?

A: A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?

A: Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?

A: Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

Q: Does the PEAK Matrix evaluation criteria change over a period of time?

A: PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

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