

MSP Global Landscape and Differentiators **2025**

Koncert Showcase

Koncert
TECHNOLOGY SOURCING SOLUTIONS



About this report

The adoption of Managed Service Programs (MSPs) has grown significantly, with companies increasingly viewing MSPs as strategic partners in talent sourcing and workforce management. The role of MSPs has evolved from basic supply consolidation to offering advanced solutions that address organizational innovation and business transformation.

This summary focuses on Koncert’s position and capabilities in this evolving environment, highlighting the following dimensions:



Scope of operations

Including geography, industries, and occupations served.



Service developments and investments

Includes direct sourcing and SOW solutions.



Case studies

Supplied by Koncert and intended to be illustrative of typical use cases.



Technical functionality and capability

For those seeking detailed capabilities, covering 11 major dimensions and 66 individual attributes.

All data is sourced from SIA’s report, “MSP Global Landscape and Differentiators 2025,” based on 30 in-depth MSP surveys and validations across a wide range of factors. None of the findings have been altered. To access the full report, covering all 30 MSPs and including extensive, practical guidance, visit staffingindustry.com.

Scope of operations

A high-level overview of Koncert's operations is detailed below.

Industry

Business/Professional Services
Finance/Insurance

Retail Trade
Technology/Telecom

Occupational segments serviced

Engineering & Design
Finance & Accounting
IT

Office Clerical
Other Professional

Geographical coverage



Service developments and investments

This section outlines developments and solutions specific to Koncert identified in the development of SIA's full MSP Global Landscape Differentiators report, including:



Direct sourcing, client talent pooling and alternative sourcing channels

Through Koncert's V2 private talent marketplace, built in collaboration with their VMS partner, clients can build and manage curated talent pools consisting of pre-vetted candidates, including former employees, fractional experts, and specialized contractors. Alternative sourcing channels such as alumni networks and freelancer platforms have also been integrated to increase talent pipeline diversity.

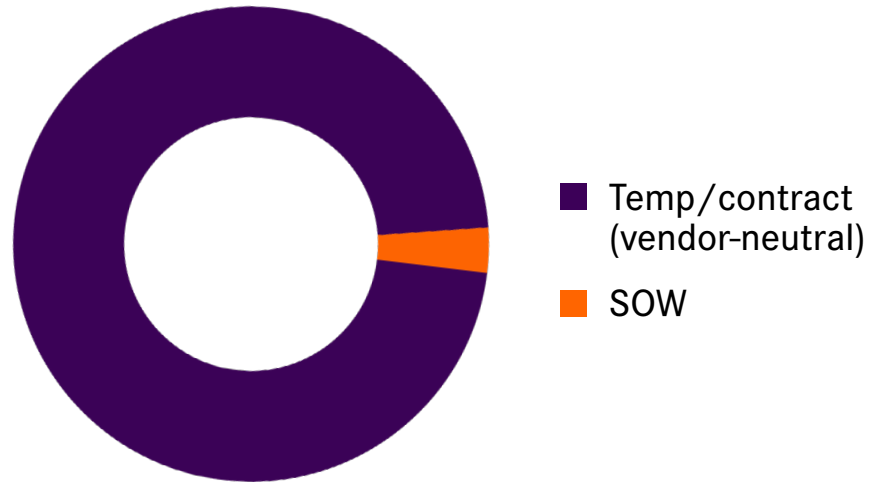


Statement of Work and Services Procurement Management (SPM) Solutions

Koncert has developed FLEX 3.0, a Services Procurement Platform developed in partnership with their VMS provider. This version introduces enhanced insights and AI capabilities, enabling greater efficiency in procurement and supplier management.

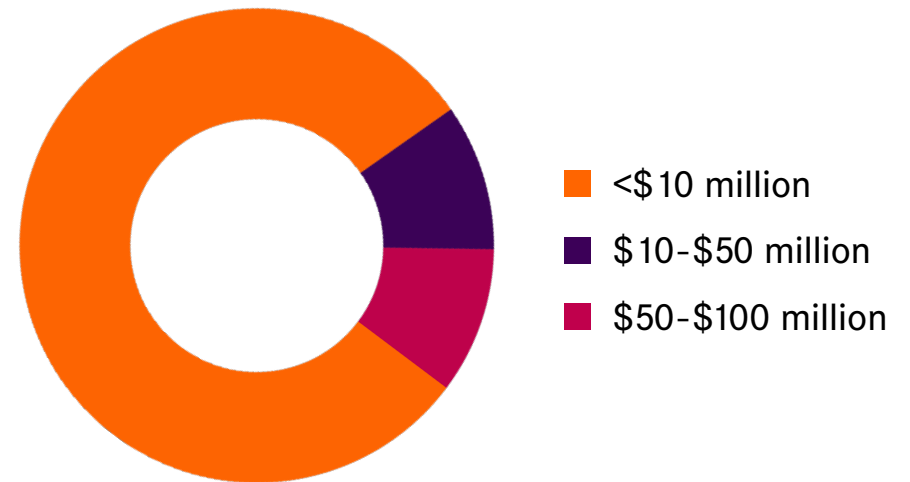
Konzert segmentation analysis

Spend by work arrangement



**For a full explanation of each work arrangement, see [SIA's Lexicon of Global Workforce-Related Terms](#)*

Number of clients by spend size



Case studies

The case studies highlight MSP impact and practical benefits, and have not been verified by SIA for accuracy. These can be reviewed to aid in building a business case and highlight actual customer results.

**Koncert's Workforce
Optimization for a Large
Enterprise Grocery Retailer**

**Enhancing Workforce
Efficiency for a Leading Data
Analysis Firm**

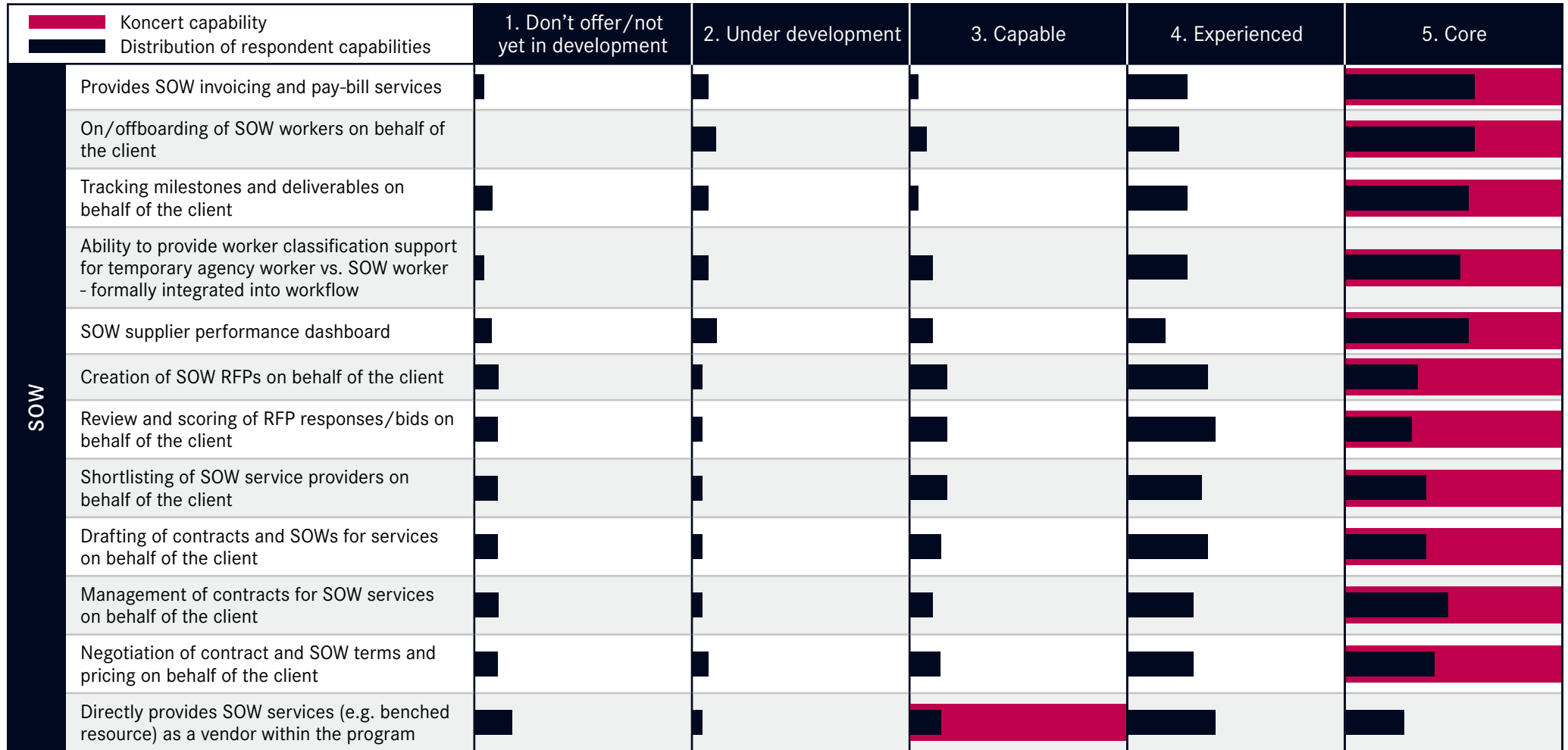
Click on the images to view the case studies in full.
























































Technical functionality and capability




































For those seeking detailed capabilities, this section covers 11 major dimensions and 66 individual attributes of the technical functionality and capability. Participants rated their own capability and maturity against a range of criteria set by SIA within the following categories:



- Statement of work (SOW)
- Agility
- Analytics
- Compliance
- Customer support
- Pay and bill
- Project management
- Service levels
- Suppliers
- Workforce planning
- Talent focus






























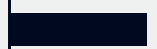





















The following charts illustrate the distribution of MSP vendor responses against Konzert’s own assessment.



 Konzert capability  Distribution of respondent capabilities		1. Don't offer/not yet in development	2. Under development	3. Capable	4. Experienced	5. Core
Agility	Support flexible working schedules/complex shift patterns for workers					 
	'Off the shelf' programs for small to mid market clients				 	
Analytics & benchmarking	Benchmark rates against aggregate client data					 
	Benchmark rates against external market data					 
	Predictive rate benchmarking tools using proprietary or external technology					 
	Predictive fill rate success using proprietary or external technology					 
	Identify best location of hire using proprietary or external technology					 
	Provision of regional/global workforce trend data to inform program					 
Compliance	Provision of background checks/screening services					 
	Provision of drug/alcohol testing of workers on behalf of the client					 
	Provision of educational/qualification checking services					 
	Provide worker classification services for employee vs. independent contractor - formally integrated into workflow					 
	Provision of indemnity for worker misclassification					 

 Konzert capability  Distribution of respondent capabilities		1. Don't offer/not yet in development	2. Under development	3. Capable	4. Experienced	5. Core
Customer support	Ability to enter requisitions on behalf of client where client technology access is low					
	Ability to provide staffed 24/7 support for urgent staffing requirements or amendments					
	Ability to offer chat functionality for workers/clients/suppliers					
	Proactively provide legal and regulatory client updates and impact analysis					
Pay and bill	Consolidated invoicing					
	Provide pay/bill services to client suppliers even if MSP does not hold the supplier contracts					
	Ability to conduct formalized and recurring audits of consolidated billing files before they are sent to customer					
	Provision of a payrolling service					
Project management	Complete end to end service implementation without external support					
	Complete end to end VMS/technology implementation without external support					
	Configure or modify a VMS instance					
	Offer a consulting service for internally (client) managed programs					

 Konzert capability  Distribution of respondent capabilities		1. Don't offer/not yet in development	2. Under development	3. Capable	4. Experienced	5. Core
Service levels	Report program management SLA/KPI metric data to client on a regular basis					
	Offer financial penalties if implementation or program management SLAs deteriorate beyond a set threshold					
	Automate the production of SLA/KPI metric data					
	Offer gainshare on savings achieved					
	Formal measurement of worker performance					
	Formal measurement of worker satisfaction with client/assignment					
Supplier management	Hold periodic business reviews with suppliers and coach for performance improvement					
	Provision of technology for suppliers to access their own performance data					
	Provide supplier audits as a core component of program services					
	Conduct periodic RFPs to re-evaluate network of staffing suppliers					
	Staffing Supplier Reward Program					
	Inclusion of diversity suppliers within program					
Workforce planning	Support client demand forecasting					
	Provision of workforce mix analysis (employee and non employee) on behalf of the client					
	Provision of workforce planning tool/technology					
	Provision of a pre-requisition decision tool to determine worker type (employee, temporary worker, IC, SOW)					

 Konzert capability  Distribution of respondent capabilities		1. Don't offer/not yet in development	2. Under development	3. Capable	4. Experienced	5. Core
Talent Focus	Provision of requisition screening and resume filtering as part of standard offering					
	Client can rank quality of worker and restrict future hires					
	Integrate RPO service into MSP program or vice versa					
	Source contingent workers under the client brand					
	Provision of automated requisition screening and resume filtering as part of standard offering					
	Provide a talent pool of pre-qualified/pre-screened workers					
	Creation of and communication to candidate communities segmented by interest groups/seniority/location/skillset					
	Adoption of technology to provide a direct sourcing service					
	Provision of a direct sourcing service with dedicated recruiters					
	Monitoring of diversity and inclusion within contingent workforce					
	Program to increase diversity of contingent workforce					
	Training/reskilling of workers either directly or via supplier program					
	Ability for client to view all types of worker (including employees) in a single platform					

The following profile was submitted by Konzert as part of the MSP Global Landscape and Differentiators 2025 report.

Company profile

Konzert is a minority-owned MSP specializing in workforce management with a boutique, white-glove approach to handling complex contingent labor programs globally.

Brand differentiator

Konzert stands out with its highly customized MSP solutions, designed to align with each client's unique workforce needs. Our flexible delivery model ensures agility while maintaining consistency across programs. We prioritize best-in-class compliance management, mitigating workforce risks and ensuring regulatory adherence. With a deep supplier network and strategic vendor management, we optimize talent acquisition and cost efficiency. Our entire team holds CCWP certifications, providing expert guidance in contingent workforce management. Through tailored strategies, dedicated support, and a commitment to operational excellence, Konzert delivers measurable results that enhance workforce performance and long-term business success.

Industry experience

Retail, Consumer Goods, Technology, Automotive, Grocer/Food Services, Financial Services, Data Analytics

Corporate parent/ownership

Vora Ventures

Key executives

Mahendra Vora, *President*

Amber Crawford, *Vice President*

Angie Schroeder, *Director of Strategic Partnerships*

About Staffing Industry Analysts (SIA)

SIA is the global research and advisory firm focused on staffing and workforce solutions. Our proprietary research covers all categories of employed and non-employed work including temporary staffing, independent contracting and other types of contingent labor. SIA's independent and objective analysis provides insights into the services and suppliers operating in the workforce solutions ecosystem, including staffing firms, managed service providers, recruitment process outsourcers, payrolling/compliance firms and talent acquisition technology specialists such as vendor management systems, online staffing platforms, crowdsourcing and online work services. We also provide training and accreditation with our unique Certified Contingent Workforce Professional (CCWP) program.

Known for our award-winning content, data, support tools, publications, executive conferences and events, we help both suppliers and buyers of workforce solutions make better-informed decisions that improve business results and minimize risk. SIA was founded in 1989 by staffing pioneer Peter Yessne. A brand of Crain Communications, a leading business news and information company, SIA is headquartered in Mountain View, California, with offices in London, UK.

SIA Showcase Report Overview

SIA's Showcase Reports highlight vendors who excel in our Landscape Reports. Each report extracts a company's data, offering a comprehensive performance comparison against the broader market. Built on SIA's extensive surveys and customer assessments, these reports provide in-depth insights into an organization's industry standing. Perfect for sharing with clients and prospects, Showcase Reports leverage SIA's reputation for quality and objectivity, helping companies elevate their market presence and showcase their strengths for greater success.

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