Everest Group®

Everest Group Vendor Management System (VMS) PEAK Matrix® Assessment 2026 – North America

Focus on ELEVATE SaaS

June 2026

PEAK MATRIX®

Research background

Vendor Management Systems (VMSs) continue to be an important technology solution with more enterprises leveraging contingent workers as part of their workforce and requiring 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 capabilities 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 increasing the breadth and depth of their functionalities/offerings and enhancing the User Interface / User Experience (UI/UX) of the solution. Additionally, they are enhancing integration capabilities to create end-to-end ecosystems and investing in next-generation technologies such as automation, generative AI, and AI agents.

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

- Everest Group's PEAK Matrix® evaluation, a comparative assessment of 29 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

Product: Vendor Management System (VMS)

Understanding Vendor Management System (VMS)

Vendor Management System (VMS) is the core technology for procuring and managing contingent work

[ILLUSTRATIVE]

Users (personas): Hiring/Project managers | Project Management Office (PMO) / supervisory org. | MSP | Suppliers (staffing, services, etc.) | Candidates / Contingent workers | Product and business leaders

Vendor Management System (VMS)

VMS functionality and capabilities

XX Emerging/Differentiating capabilities | XX Core functionalities/capabilities | XX Value-add functionalities/capabilities

Contingent workers managed: Temporary labor (staff augmentation) | Services procurement/ Statement of Work (SOW) | Independent Contactors (ICs) / freelancers

Direct sourcing / Talent pooling	Healthcare-specific (shift scheduling, compliance)	Billings and payments / invoicing	Time and expense tracking	Supplier management	Compliance management	Onboarding and offboarding	Contract management
Candidate management	Sourcing (suppliers and candidates)	Workflow and requisition management	Internal mobility	Permanent talent management	External marketplace (vendor/talent marketplace)	Multi-lingual support	Multiple currencies

Analytics – program-specific and market intelligence | AI/ML/RPA leverage | mobility (web and mobile applications)

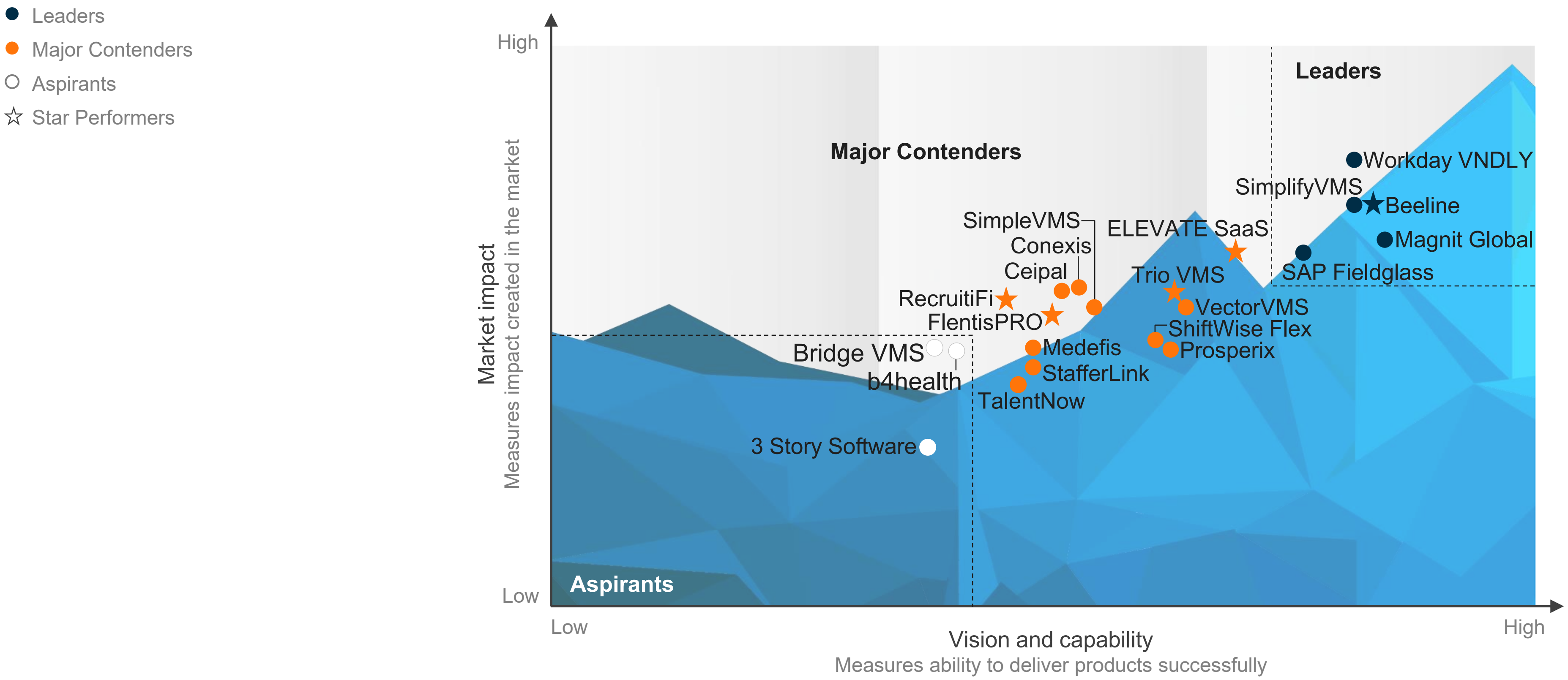
Integration layer (APIs): ATS/CRM | HRIS/HRMS | ERP | FEMS | Payroll | Timekeeping | Other point solutions

Note: The above is a schematic representation of all existing and emerging functionalities/capabilities of VMSs. It is important to note that the focus of VMSs can include all/specific elements within the above listed elements

Everest Group PEAK Matrix®

Vendor Management System (VMS) PEAK Matrix® Assessment 2026 – North America | ELEVATE SaaS is Major Contender and a Star Performer

Everest Group Vendor Management System (VMS) PEAK Matrix® Assessment 2026 – North America[1,2,3,4]



1 Assessment for b4health, Medefis, StafferLink, SAP Fieldglass, and VectorVMS 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 Assessment for Prosperix is based on partial participation
3 North America 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, StafferLink, and Trio VMS
4 Some of the other major VMS players such as AgileOne, Coupa, FlexTrack, and SmartERP are not positioned on the PEAK Matrix® due to a lack of sufficient data
Source: Everest Group (2026)

ELEVATE SaaS (page 1 of 3)

Everest Group North America assessment – Major Contender and Star Performer

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
North America										

Strengths

- Based in the US, ELEVATE SaaS is a comprehensive contingent workforce platform supporting temporary labor, permanent employees, SOW/services procurement, ICs, and direct sourcing
- It has experience in small-and mid-market clients, hiring blue-collar and engineers/IT talent across multiple industries including BFSI, hi-tech, manufacturing, and pharma. It offers a multi-tenant network architecture that allows multiple client programs to be managed within a single environment
- It has introduced a Bolt-led development model to accelerate product innovation and reduce time-to-market for new features. By leveraging AI across requirement gathering, coding, and testing, the platform can rapidly build and deploy MVP functionalities
- It has strengthened its UI/UX with a redesigned, persona-driven experience, especially for hiring managers. The platform now offers a more intuitive dashboard, guided workflows, and AI-assisted requisition intake
- Its SOW module has been adapted to better suit mid-market needs, with a stronger focus on flexibility and simpler project management. It supports multiple billing approaches (payment request, deliverable-based, time and materials, and combinations) within a single project
- It includes industry-specific capabilities for blue-collar and shift-based workforces. It supports alternative work week scheduling, configurable overtime and meal-break rules, and shift-based tracking
- ELEVATE SaaS offers robust reporting and analytics capabilities, supported by ongoing investments to enhance decision-making and program visibility
  - It provides configurable dashboards covering spend, supplier performance, headcount, and operational metrics, along with drill-down and custom reporting capabilities
  - It enables scheduled reporting, alerts, and centralized data visibility through a unified data model and integration layer
  - It is evolving toward real-time and AI-enabled analytics, including forecasting and conversational data access
- It offers an integration layer, ELEVATE SaaS Connect, built on Workato, to its clients, to enable flexible and low-code integrations across systems such as ERP, ATS, and HRIS and finance tools
- It offers an integrated direct sourcing solution that includes branded career portals, a pre-vetted talent pool (ELEVATE SaaS Exchange), and capabilities to engage directly sourced talent within the platform. It takes a measured approach aligned to mid-market demand, while leveraging partnerships (for example, Clowder) to support community building and content management

ELEVATE SaaS (page 2 of 3)

Everest Group North America assessment – Major Contender and Star Performer

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
North America										

Strengths

- ELEVATE SaaS has invested in enhancing requisition workflow flexibility by enabling configurable hierarchy management. The platform allows approval hierarchies to vary based on cost thresholds as well as by department, business unit, and category
- It is building its AI capabilities with an initial focus on analytics and workflow assistance, while laying the foundation for broader agentic use cases
  - It supports AI-enabled analytics enhancements, including the natural language querying of data and early-stage forecasting for spend and headcount
  - It has introduced conversational AI capabilities (for example, AskMel) to assist with tasks such as requisition creation and data retrieval through a guided interface
  - It is exploring AI-driven workflow automation through domain-specific agents (for example, compliance follow-ups), focused on improving operational efficiency while keeping human oversight in decision-making
- Referenced clients highlighted the platform's flexibility and ease of customization, customer support, and ability to quickly adapt to client needs as key strengths

ELEVATE SaaS (page 3 of 3)

Everest Group North America assessment – Major Contender and Star Performer

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
North America										

Limitations

- ELEVATE SaaS current geographic footprint remains largely concentrated in North America, with limited demonstrated scale across EMEA and other global markets. This may restrict its appeal for enterprises seeking globally standardized deployments
- While the platform offers foundational direct sourcing and IC management capabilities, it has yet to demonstrate strong market traction or ecosystem depth in these areas. It also lacks integrations with external talent marketplaces and freelancer management systems
- Despite its ongoing investments in AI, most of its advanced AI/ML capabilities remain in early-stage development or on the roadmap rather than being fully deployed at scale
- Its skills intelligence capabilities are still evolving, with limited support for advanced features such as skills taxonomy and skills gap analysis
- While it has enhanced its SOW functionality for flexibility, it still lacks some advanced services procurement features such as contract redlining and mature RFx template support. This may limit its suitability for more complex enterprise use cases
- Although it supports shift-based workforce management, the platform lacks certain advanced capabilities such as shift swapping and deeper integrations with industry-specific systems
- It follows a browser-first mobile strategy and does not offer dedicated mobile applications, which may impact usability for deskless or field-based workforce segments
- While its reporting and analytics capabilities are robust, its predictive and prescriptive analytics as well as external benchmarking integrations are still limited
- Referenced clients highlighted the need for more granular reporting capabilities and broader global coverage as key areas of improvement

Market trends

Evolving trends in the VMS market

Market size and growth

- The total VMS SUM continues to remain large and resilient, with steady growth driven by rising adoption of end-to-end contingent workforce management including services procurement
- Services procurement / SOW is one of the fastest-growing segments, as enterprises shift from staff augmentation to outcome-based engagements
- While North America remains the most mature market, EMEA and APAC are seeing accelerated adoption, driven by regulatory complexity and enterprise globalization
- Growth is also supported by mid-market adoption, as buyers seek more cost-effective, easy-to-deploy VMS solutions with faster time-to-value

Key drivers for VMS product

Statement of work / Service Procurement	Enterprises are increasingly managing project-based work through VMS platforms, driving the demand for end-to-end SOW lifecycle capabilities.
AI, automation, and analytics adoption	Providers are investing in gen AI, predictive analytics, and automation to improve sourcing, matching, and program efficiency, although the adoption is still evolving.
Platform consolidation and integration	Organizations are moving toward integrated ecosystems, with VMS acting as the orchestration layer across HR, procurement, and finance systems.
Direct sourcing and talent pooling demand	There is a growing focus on curated talent pools, redeployment, and marketplace models to reduce cost and improve talent access.
Mid-market and flexible deployment models	Demand is rising for modular, configurable, and faster-to-implement solutions, especially among mid-sized enterprises.

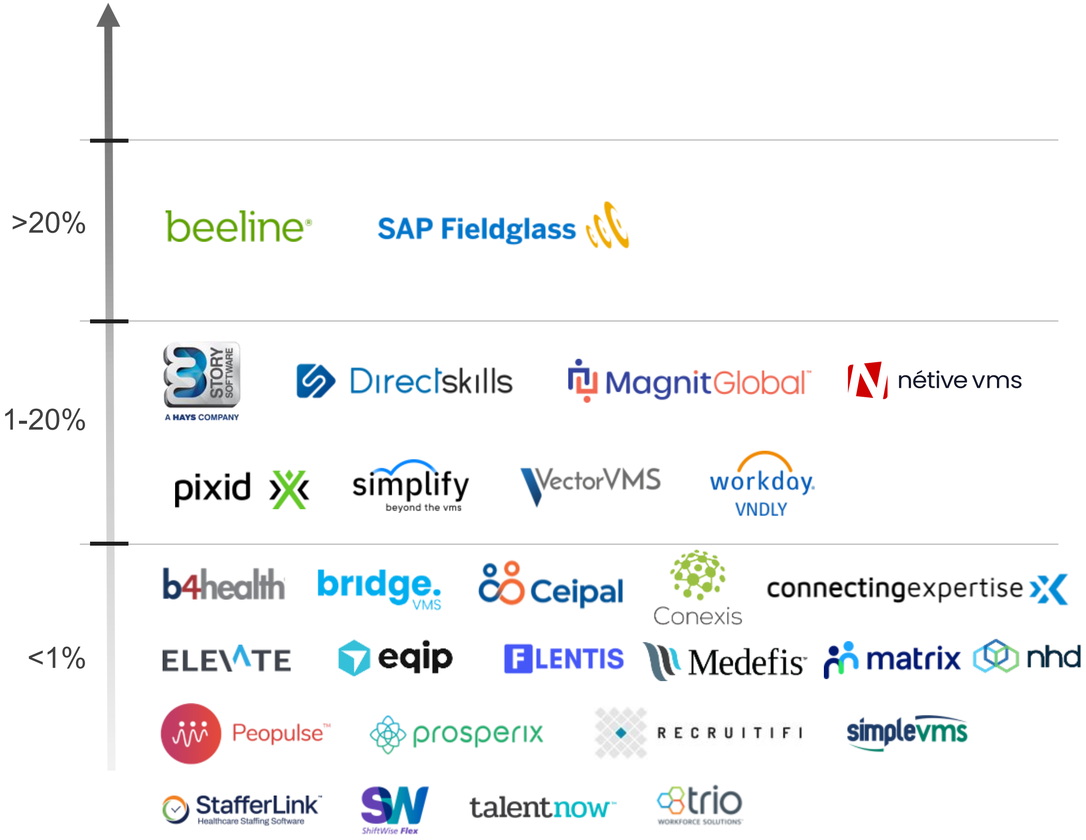
Challenges

Fragmented enterprise technology landscape	Many organizations still operate disconnected HR, procurement, finance, and staffing systems, making integrations complex and slowing transformation initiatives
Buyer demand for measurable AI outcomes	While AI interest is high, buyers are increasingly cautious and expect embedded, explainable, and outcome-driven AI capabilities rather than experimental features.
Complex global compliance requirements	Expanding across regions requires providers to support varying labor laws, tax regulations, worker classification rules, and data privacy requirements.
Long enterprise implementation cycles	Large-scale deployments often involve heavy configuration and change management challenges.
UI/UX and adoption limitations	Despite ongoing investments, many enterprises continue to report usability challenges and inconsistent experiences across user personas.

VMS market share by SUM

In 2025, despite the economic uncertainty, VMS providers persisted, with some expanding their market presence and increasing their market share

Providers' VMS market share by SUM 2025
(providers are listed in alphabetical order within each category)



Providers' YoY growth in VMS SUM; 2025
(providers are listed in alphabetical order within each category)

Key buyer considerations

From workflow automation to intelligence-led workforce orchestration

Key sourcing criteria[1]

High

Priority

Low

End-to-end platform breadth with modular depth

Enterprises increasingly expect VMS platforms to support services procurement, Independent Contractor (IC) management, direct sourcing, and shift-based workflows. Buyers are favoring products that can provide breadth across external workforce channels while still offering depth in the modules most critical to their operating model.

Global configurability, compliance, and localization

Buyers want systems that can enforce worker classification, tenure, pay rate, invoicing, tax, and country-specific compliance rules across regions while still allowing local policy variation. Multilingual support, multi-currency capability, and auditable controls are becoming core buying requirements for enterprise programs.

Integration-led ecosystem and data interoperability

Enterprises increasingly expect the VMS to act as the orchestration layer across HCM/HRIS, ERP, ATS, payroll, timekeeping, sourcing, screening, and analytics tools. Open APIs, prebuilt connectors, and stronger supplier-side integrations are now central to platform selection.

Advanced analytics, rate intelligence, and total talent visibility

Buyers expect supplier performance insights, rate and market benchmarking, workforce visibility across talent channels, demand forecasting, and program analytics that support budget control and strategic planning.

User experience, automation, and responsive support

Buyers continue to reward intuitive UI/UX, persona-based workflows, mobile access, and faster implementation. They also expect more embedded AI and automation, such as JD creation, matching, guided decisioning, and workflow automation.

Summary analysis

The VMS market is shifting from a transactional staffing technology category to a broader external workforce orchestration layer. Buyers now expect platforms that can connect staff augmentation, SOW, IC management, direct sourcing, and workforce intelligence in one coherent architecture.

Provider differentiation is increasingly centered on three factors: breadth of modular capability, strength of integrations and compliance controls, and the ability to convert workforce data into actionable intelligence through benchmarking, forecasting, and AI-enabled recommendations.

Buyer feedback also suggests that execution matters as much as innovation. Enterprises consistently value intuitive UX, implementation quality, configurable workflows, and responsive support, while continuing to push providers to improve invoicing, localization depth, analytics usability, mobile experiences, and the maturity of AI features.

1 The buyer considerations listed above are prioritized based on typical factors observed in VMS deals. However, the priority order will vary across deals depending on buyer requirements basis proposed solution, industries, and geographies in scope

Key takeaways for buyers

Enterprises are redefining VMS from being a transactional procurement tool to a strategic workforce orchestration platform.

The focus is shifting toward enabling end-to-end visibility across external talent, optimizing cost and supplier performance, strengthening compliance across regions, and leveraging data, AI, and integrations to drive faster, more informed workforce decisions.

Buyers are increasingly prioritizing platform scalability, ecosystem connectivity, and user experience, while expecting measurable outcomes in efficiency, agility, and talent access.

VMS capability priorities

Select VMS providers with robust capabilities across the contingent workforce lifecycle, including requisition management, supplier management, direct sourcing enablement, SOW management, IC management, time and expense tracking, and analytics. Prioritize platforms with strong configurability, integration capabilities, and user-friendly experiences for buyers, suppliers, and workers

Governance and compliance levers

Evaluate VMS platforms based on their ability to support worker classification, audit trails, supplier compliance, regulatory adherence, and workforce visibility across geographies. Strong governance workflows and configurable controls are becoming critical, especially in highly regulated industries and regions.

Intelligence and decisioning guardrails

Assess VMS providers on their investments in AI, automation, and advanced analytics capabilities that improve requisition intake, candidate matching, workflow orchestration, supplier recommendations, onboarding efficiency, and predictive workforce insights.

Commercial and scalability levers

Prioritize VMS providers that offer modular, scalable platforms with flexible commercial models aligned to program maturity and workforce outcomes. Evaluate solutions based on their ability to support expansion across regions, worker categories, and evolving business needs without requiring significant reconfiguration, operational complexity, or disproportionate cost increases.

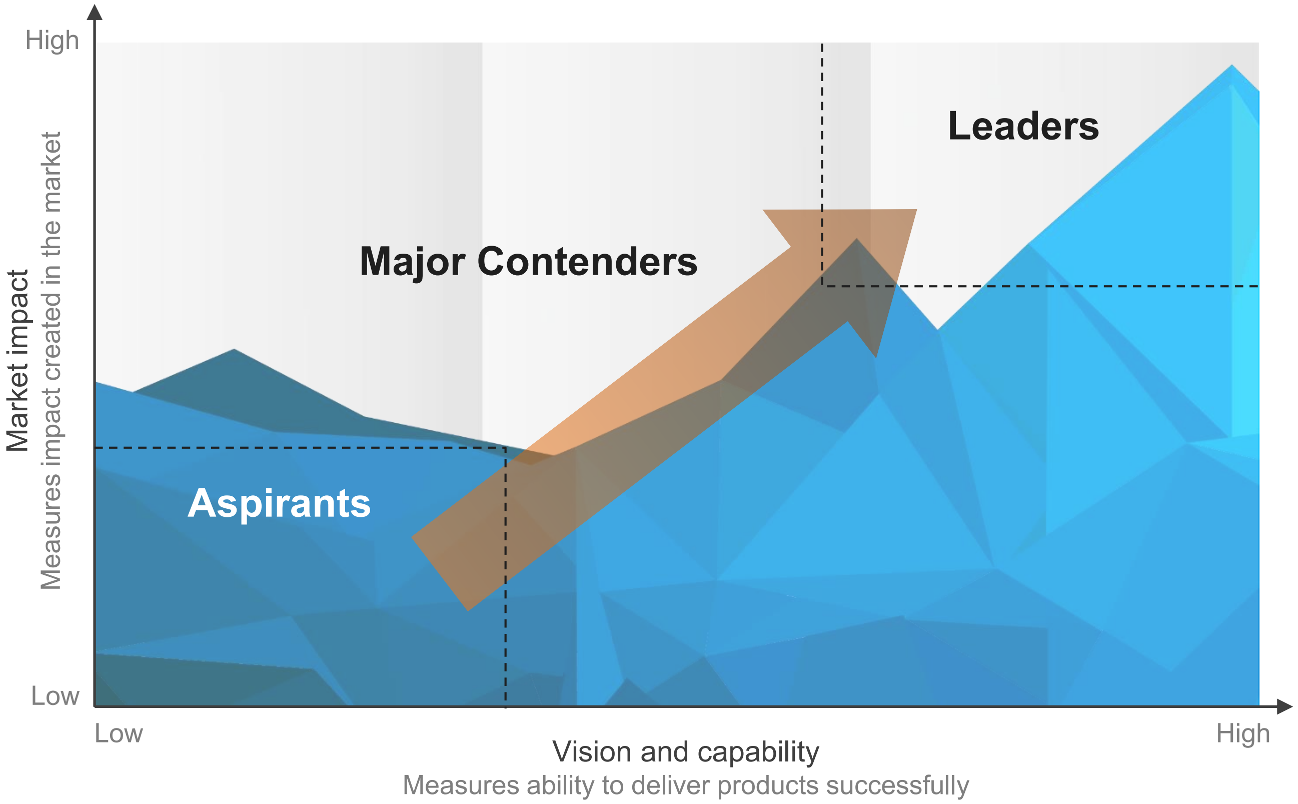
Appendix

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



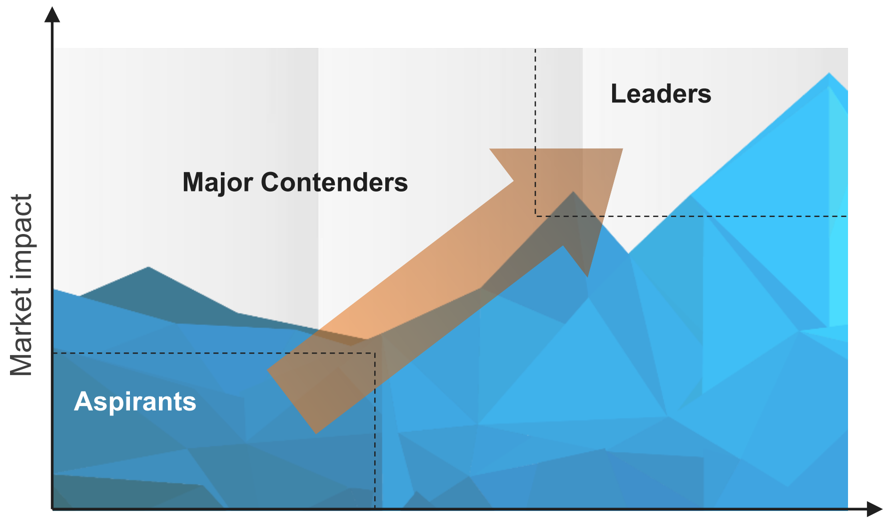
Products PEAK Matrix® evaluation dimensions

Measures impact created in the market – captured through three subdimensions

Market adoption
Number of clients, revenue base, and YoY growth

Portfolio mix
Diversity of client base across industries, geographies, environments, enterprise size class

Value delivered
Value delivered to the client based on customer feedback and other measures



Measures ability to deliver products successfully. This is captured through five subdimensions

Vision and strategy
Vision for the client and itself; future roadmap and strategy

Core technology
Technical sophistication and breadth/depth across the technology suite

Emerging/differentiating technology
Capabilities related to emerging categories such as services procurement, independent contractor management, and healthcare

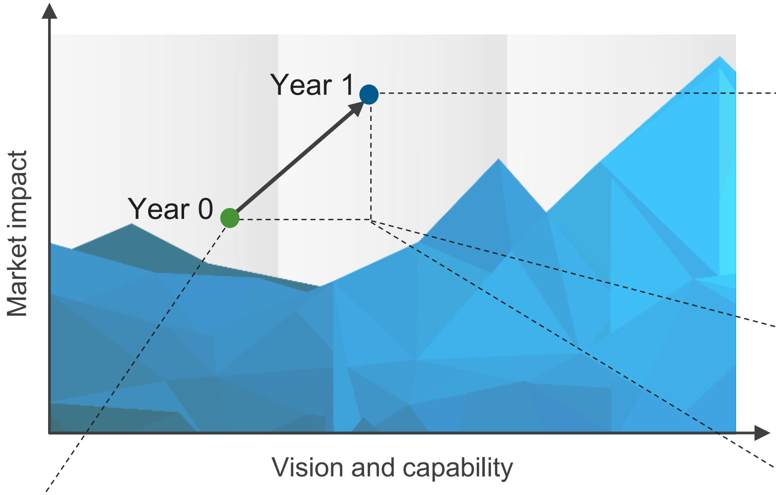
Implementation, UI/UX, and support
Configurability/customize-ability, hosting and tenancy, integration, training, and security; user interface, and user experience

Engagement and commercial model
Progressiveness, effectiveness, and flexibility of engagement and commercial models

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



In order to assess advances on **market impact**, we evaluate each provider's performance across a number of parameters including:

- Yearly YoY revenue growth
- # of new licenses and extensions
- Value of license signings
- Improvement in portfolio mix
- Improvement in value delivered

In order to assess advances in **vision and capability**, we evaluate each provider's performance across a number of parameters including:

- Innovation
- Increase in product scope and functionality
- Expansion of product-associated consulting, training, support, and maintenance capabilities
- Technology/domain-specific investments

We identify the providers whose improvement ranks in the top quartile and award the Star Performer rating to those providers with:

- The maximum number of top-quartile performance improvements across all of the above parameters
  AND
- At least one area of top-quartile improvement performance in both market success and capability advancement

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 in 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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