

# Global Survey Reveals Startling Digital Transformation Gap in Workforce Management

*Overwhelming Majority of Procurement Leaders Demand Digital Innovation as MSP Industry Faces Critical Crossroads*

LONDON, UNITED KINGDOM, May 29, 2025 /EINPresswire.com/ -- Is Your MSP a Mainframe? [Nimble Global](#), a leader in international workforce compliance,

has released groundbreaking research highlighting a stark digital divide in Managed Service Provider (MSP) capabilities for the contingent workforce. The comprehensive global survey of 10,000 procurement leaders reveals critical insights into the urgent need for technological transformation.



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The future of work is digital, data-driven, and dynamic -- Organisations must demand more from their workforce management partners, and MSPs must rise to the challenge or risk becoming obsolete.”

*David Ballew, CEO and Founder of Nimble Global*

#### Key Findings:

- 77.3% of respondents believe their current MSP solution needs to be updated to handle modern workforce management complexities
- 87.6% cited a need for greater agility in their contingent workforce program, with 70.2% describing their current MSP as "rigid" or "slow to adapt"
- 84.7% are actively seeking digital alternatives to traditional MSP services
- 91.8% expect their MSP to provide advanced analytics and AI-driven insights, yet only 22.7% report receiving such

services

The research reveals a significant implementation gap, particularly in AI-driven talent matching balanced with bias risk mitigation. While 88.3% of respondents believe AI-driven talent matching is the future, only 43.2% of North American MSPs currently offer such capabilities.

Critical digital transformation areas include:

- AI-Powered Compliance Management
- Data-Driven Talent Acquisition
- Dynamic Cost Optimisation
- Integrated Ecosystem Approaches

Regional highlights include:

- Asia-Pacific shows the highest demand for integrated solutions (89.1%)
- Europe leads in AI compliance management (52.6%)
- Latin America demonstrates the fastest digital solution adoption (68.7% year-over-year growth)

The report emphasises the importance of balancing technological innovation with human touch, recommending:

- Developing empathetic AI systems
- Ensuring human oversight in critical decisions
- Focusing on strategic relationship building
- Investing in continuous learning programs

Nimble Global projects that global AI talent matching adoption will reach 67.5% within the next 12 months, with North America potentially achieving an 82.1% adoption rate. A critical success factor is the ability to

"Real People are talking; is the industry listening?" challenges Ballew, underscoring the urgent need for transformation.

The full report is available [here](#).

#### About Nimble Global

Since its founding in 2019, Nimble Global has established itself as a leader in international workforce compliance, delivering measurable results through data-driven methodologies and innovative technology. With headquarters in London and projects spanning 90+ countries, we combine local expertise with global reach to transform how organisations manage compliance. Our diverse team of specialists continuously develops new benchmarks and solutions, positioning us at the forefront of compliance and consultancy evolution.

#### Media Relations



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