

REINVENTING TALENT ACQUISITION

# How **Open Talent** Is Transforming the Workforce



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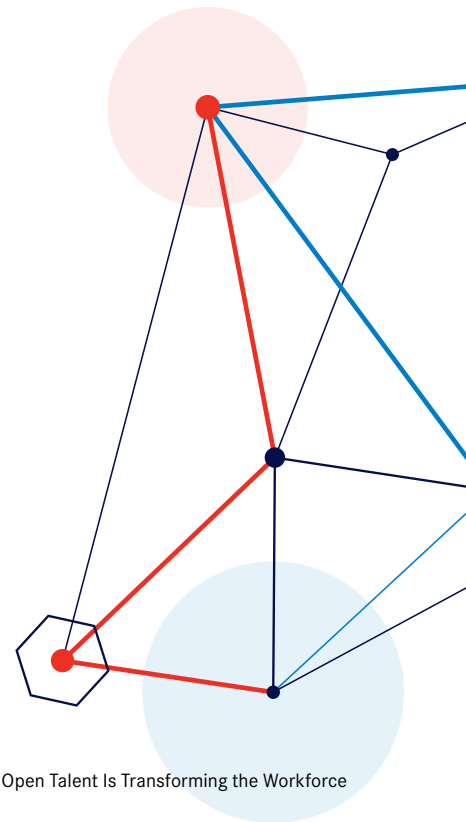
**SIA**  
STAFFING INDUSTRY ANALYSTS

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 **Open  
Assembly**

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# Foreword

In 2002, while leading a budding developer community called Topcoder, I got my first glimpse of how open talent could transform the workforce. What began as an experiment—connecting coders from around the globe to solve complex problems—soon revealed a profound truth: Talent is everywhere, and with the right platform, it can achieve extraordinary things.

Over the years, I've watched our industry evolve from simple talent matching to true talent engagement. In the past, success was measured by how quickly you could fill a role; today, it's about building lasting relationships. Traditional staffing firms are giving way to vibrant talent communities where individuals don't just find gigs—they find belonging, continuous learning, and career growth.

Amid this shift, the role of the recruiter has been reborn. As Graig Paglieri, Randstad Digital's CEO, says, much of the old work of identifying and matching talent is now automated—freeing recruiters to become true talent advisors. I've seen this firsthand. At Torc, AI handles the heavy lifting of sourcing and matching, allowing our team to focus on the human side: coaching talent, understanding their aspirations, and advising clients strategically. This convergence of technology and human touch isn't just a Silicon Valley soundbite—it's the cornerstone of modern talent ecosystems.

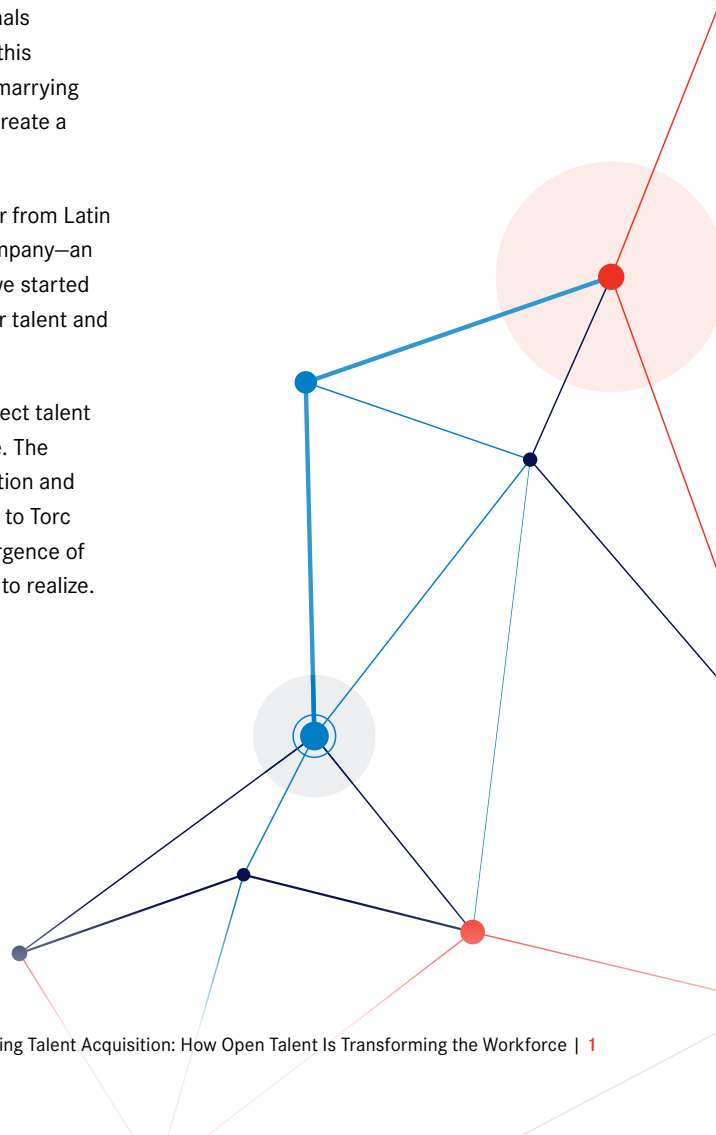
Now, we're putting these principles into action at an unprecedented scale. Randstad Digital is transforming from a traditional staffing leader into a digital talent marketplace, and Torc's platform is at the heart of this revolution. We've designed our approach for scale, specialization, and agility—connecting tens of thousands of highly skilled professionals worldwide with the companies who need them, within days instead of months. But this transformation is more than a technological overhaul; it's a cultural one. It's about marrying Randstad's rich heritage in human-centric service with a cutting-edge platform to create a model where technology accelerates connections and humans deepen them.

I'm inspired by the real stories emerging from this new model. Recently, a developer from Latin America told me how our platform connected him to a project at a Fortune 500 company—an opportunity he never would have found otherwise. Stories like his remind me why we started this journey. Remove the old barriers, and you create life-changing opportunities for talent and faster, better outcomes for businesses.

I invite you to imagine the possibilities of a world where every project finds the perfect talent at the perfect time, and every skilled individual finds a place to grow and contribute. The open talent model isn't just a theory—it's happening now, reinventing talent acquisition and redefining how work gets done. I've been fortunate to ride this wave from Topcoder to Torc and now at Randstad Digital; I believe we're only scratching the surface. The convergence of platform efficiency and human ingenuity will unlock potential we are just beginning to realize. Welcome to the future of talent acquisition.



By **Mike Morris**,  
CEO & Co-founder of Torc,  
acquired by Randstad Digital





# Executive Summary

Talent acquisition is undergoing a transformation, but of all the new models available for matching talent to work, which are proving to be the most effective?

For platforms to be able to deliver quality candidates at competitive pricing, and to do so quickly, they need to already have the talent in place. This requires building and maintaining a talent community that is ready to be deployed when talent is needed. True communities will require engaging talent during and after assignments. In other words, platforms become great at matching by ensuring they are connected and engaging with talent at all phases of their career.

As technology is increasingly able to perform tasks done by humans, what does this mean for human recruiters and other staff who interface with talent? The demand for humans will likely shift to where human skills are most needed. A human recruiter will increasingly find it more difficult to match a worker to a job faster than a platform, but we have found a strong need for human skills in broader talent engagement.

As shown in this report, talent often needs an advisor to speak with during an assignment, and broader training and career development across assignments. The very platform technology that makes humans less necessary when it comes to matching talent to a job makes humans more necessary as talent advisors, as platforms will need these talent advisors to help them build the talent communities they must already have in place for optimal matching.

**“In the past, recruiters spent countless hours identifying and searching for talent. Today, that’s being automated—elevating the role of a recruiter to talent advisor and providing a more meaningful role in advancing the career journey for talent.”**

—**Graig Paglieri**, Chief Executive Officer, Randstad Digital

Not only does platform technology change where human workers are most needed, it also requires rethinking processes. If a platform can match a worker to a job based on the skills of the worker and the skills needed to do the job, then are job descriptions needed? Perhaps the hiring manager can simply select the skills needed by checking boxes on a platform? When talent can be matched to skills more efficiently, across various types of work arrangements, maybe jobs themselves can be unbundled into various tasks that require different skills, allowing companies to get the optimal talent for each task.

As part of the convergence we see throughout the workforce solutions ecosystem, there is an opportunity for traditional staffing companies to merge with platforms to form a new type of company, a talent company, where platforms handle the more transactional work of matching a worker to a job, and the human skills of traditional staffing firms are better used for engaging talent more broadly and on more strategic conversations with clients.

The word **platform** can mean many things, but in the scope of this report, it refers to platforms that match workers to jobs and/or tasks via their own algorithms and, at a more advanced level, offer assistance to both clients and candidates beyond placement—such as allowing payment to be transacted through the platform, and providing training and development to talent. For example, talent platforms and temporary staffing platforms are two categories of products that are platforms within the scope of this report. A standard job board, which generally leaves the matching to the client rather than using its algorithm, would not fall within this scope. Further information on SIA’s terms and categorization can be found in our [Lexicon](#) and in our [Workforce Solutions Ecosystem](#) report.

**62%**

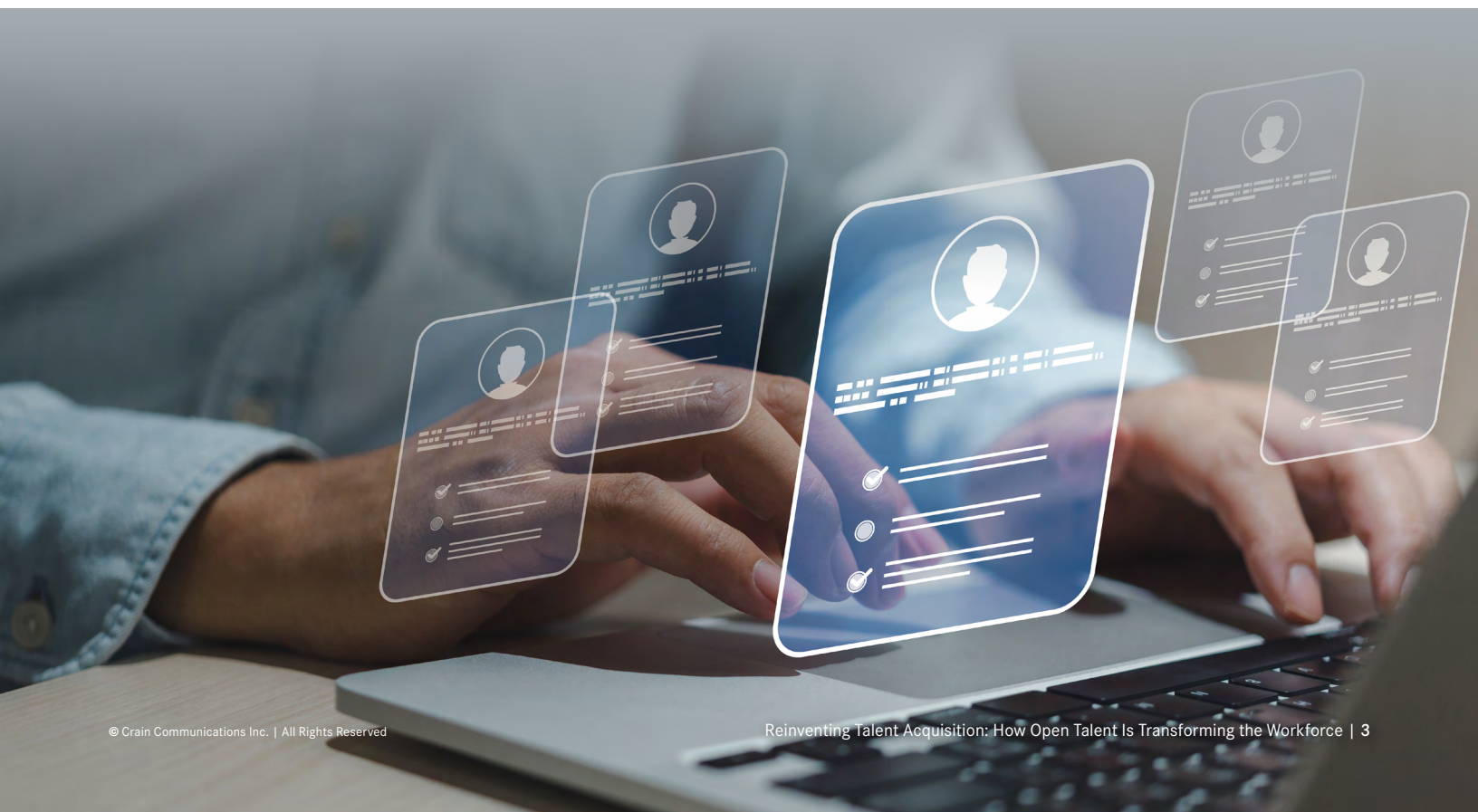
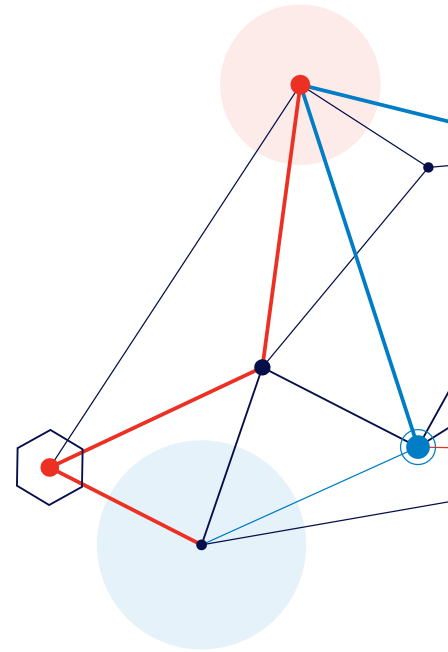
The percentage of enterprises using or planning to explore talent platforms within 2 years

If we do this right, there will be much less friction in getting talent to work. Talent will have new opportunities for training, career development, and a variety of work arrangements. Companies will be more agile, as they can quickly get the talent they need for new projects. And those who work in the staffing industry will find the technology makes them more productive, generally allowing them to focus on less transactional and more strategic and people-oriented work.

This report explores the evolution of talent acquisition, examining how platforms, talent communities, and human advisors are reshaping the workforce.

Through the following chapters, we'll explore:

- **Introduction to Open Talent** – A foundational overview of the open talent model, its driving forces, and how it reimagines traditional workforce management.
- **Chapter 1: The Rise of Open Talent** – How platforms are transforming the way companies connect with talent, reducing friction and expanding opportunities.
- **Chapter 2: Beyond Matching** – Building Talent Relationships – The evolving role of human recruiters as talent advisors, providing support beyond the hiring process.
- **Chapter 3: The Convergence of Platforms and Traditional Staffing** – Why the most successful workforce solutions will combine platform efficiency with human engagement.
- **Chapter 4: Potential Benefits for All Stakeholders** – How companies, workers, and staffing firms can all gain from embracing open talent models.
- **Chapter 5: Key Takeaways** – Actionable insights and strategic recommendations for organizations seeking to harness the full potential of open talent.



# Introduction to Open Talent

Across industries, enterprises are rethinking how they find, engage, and deploy talent. Faced with rising demand for agility, growing skills gaps, and the accelerating pace of digital transformation, many companies are exploring new models for workforce engagement. Among the most promising—and most discussed—is the open talent model, which leverages digital platforms to access specialized talent from a global pool of freelancers, contractors, and contingent workers.

The concept of “open talent” has gained visibility in recent years, in part through the work of John Winsor and Jin Paik in their book *Open Talent: Leveraging the Global Workforce to Solve Your Biggest Challenges*. While the book presents a bold vision of open talent as the future of work, enterprise adoption today is still evolving. Many organizations are in early stages—experimenting with platforms, running pilot programs, and integrating open talent strategies alongside more traditional models. The direction is clear, but the transformation is still underway.

What makes open talent attractive to large enterprises is its promise of greater flexibility, speed, and access to in-demand skills. Unlike traditional staffing approaches that rely on long-term employment contracts, open talent platforms connect companies with pre-vetted professionals on a project basis. These platforms often use AI to match talent with tasks, streamline compliance and payroll, and provide real-time visibility into workforce activity. For enterprises grappling with dynamic needs, this model can reduce time-to-hire, lower operational costs, and unlock new sources of innovation.

Digital transformation has been a key driver of this shift. Remote work has expanded the geographic reach of talent sourcing. AI and automation have made it easier to match talent with opportunities, while also reducing administrative overhead. Meanwhile, many workers—particularly millennials and Gen Z—are seeking greater autonomy and meaning in their careers, making freelance and project-based work more attractive.

These trends are prompting traditional staffing firms to adapt. Many are building or acquiring platform capabilities and combining them with human expertise to create hybrid models. This convergence enables staffing providers to offer clients the best of both worlds: the speed and scale of digital platforms with the guidance and relationship management of experienced recruiters.

At the enterprise level, the open talent model is also being integrated into existing workforce programs. Platforms are increasingly working in concert with Vendor Management Systems (VMS) and Managed Service Providers (MSPs), providing companies with centralized control over compliance, visibility, and spend—while expanding access to specialized talent.

As staffing models evolve, the line between platforms and staffing firms is blurring. Platforms are becoming more than marketplaces—they’re dynamic ecosystems that provide not just matching but also engagement, development, and community. Staffing firms, in turn, are reorienting toward talent relationship management, recognizing that long-term engagement drives value for both clients and talent.

The pages that follow will explore how these dynamics are reshaping the talent landscape—and what open talent means for the future of enterprise workforce strategy.



## Key Drivers of Open Talent

- **Technological Advances:** AI and automation improve matching speed and reduce administrative burden.
- **Freelance Economy Growth:** More professionals are opting for flexible work arrangements.
- **Changing Workforce Expectations:** Talent seeks meaningful, autonomous work and career development.
- **Enterprise Agility:** Businesses benefit from scalable, just-in-time access to talent and reduced fixed labor costs.



# Chapter 1: The Rise of Open Talent

## THE RISE OF PLATFORMS IN TALENT ACQUISITION

As digital technology has fundamentally changed retail, ridesharing, stock trading, and so many other industries, it is now fundamentally changing how companies across all industries engage talent. There is now an abundance of new platforms with various models for connecting with talent, and advances in gen AI and agentic AI are making platforms even more compelling to use, with improvements in functionality such as skill verification, administrative copilots and voice AI. Companies that can figure out how to leverage these platforms and adapt to this new world of talent engagement will more likely get products rolled out faster and differentiate themselves from competitors.

Of course, getting the right platform in place is easier said than done. The variety of platforms, and the change to current recruiting processes, can be overwhelming. How can companies press forward without moving too fast and breaking things? In this study, we have spoken with leading-edge companies about their experiences, and we draw some general conclusions about what has proven most effective.

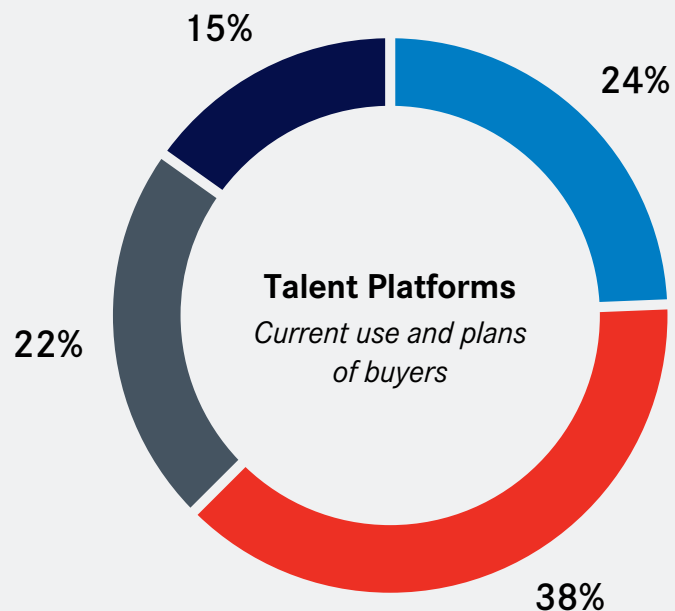
### Key Points

- Platforms are reshaping how companies engage talent across industries.
- Career development and community features attract and retain top talent.
- Talent engagement is evolving from simple matching to strategic enablement.

## Talent Platforms Gaining Significant Adoption

In SIA's [Workforce Solutions Buyer Survey](#), 24% of enterprise buyers noted they currently have talent platforms in place, and an additional 38% are likely to explore this option within two years.

- In place today
- Likely to be seriously explored within two years
- Not planning to do it
- Don't know



Source: SIA, Workforce Solutions Buyer Survey: 2024 Americas Results

FROM PLATFORMS TO TALENT COMMUNITIES

Platform technology, and its ability to make immediate matches between a job and a candidate, helps companies get talent faster. However, for a platform to make an immediate match, it must already have the talent in place. To make the best use of the immediacy its matching technology brings, a platform needs to draw enough qualified talent into its network to keep up with client demand.

Of the many platforms out there, which ones are likely to draw in the most qualified talent? In our study, we spoke with individuals who find work via platforms, and hiring managers who find talent via platforms. One frequent message we heard from talent was the need for a platform to not only match a worker to a job but also to offer broader career development.

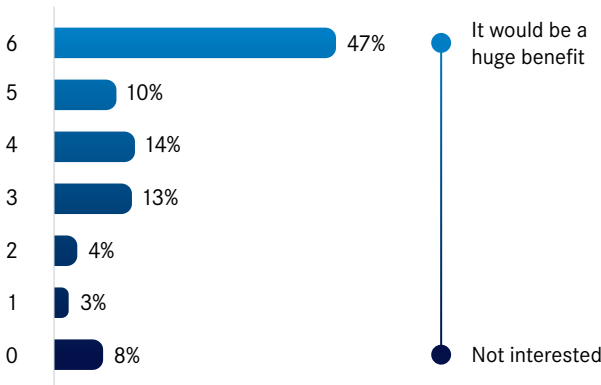
As platforms first started providing algorithm-based job matching, most people did not really see past the matching capabilities. That is not surprising; after all, recruiting has traditionally entailed job matching more than career development. Also, when people use other types of online services, such as Amazon or Expedia, they are usually not looking for development or advancement within the platform, or anything else beyond being matched to a product.

Matching talent to work, however, is different. Many people want to develop and advance in their careers. Also, as more people use platforms to take on projects, tasks and other forms of contingent work, they are thinking of the next job, potentially with a higher level of seniority and compensation. Platforms can fill this need by extending beyond job matching, providing training and development and engaging talent throughout, and maybe even across, assignments. Training and development can include articles, online courses, assessment tests and other tools; talent can have profiles that they see and update as they gain skills and qualifications. Behind the platform, there can be a human talent advisor for career guidance.

Majority of temporary workers highly interested in training

In SIA’s [Temporary Worker Survey](#), we asked temporary workers “If your staffing firm offered free training opportunities, to what degree (on a 0-6 scale) would that interest you?” Nearly half of respondents chose “6,” and a majority chose “5” or “6.”

Temporary Worker Ratings for Importance of Training Opportunities

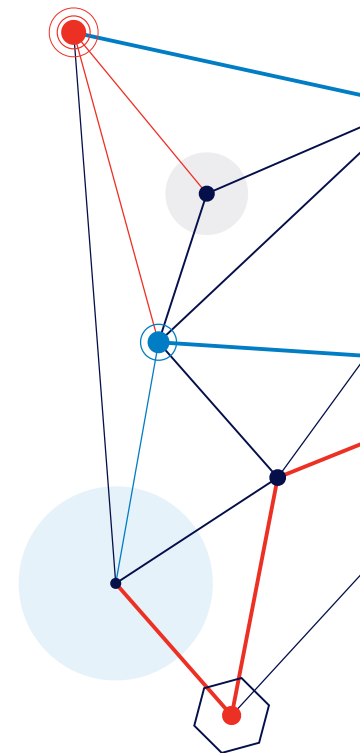


Source: SIA, North America Temporary Worker Survey 2024



We have to have the talent before you even know you need it.

— Sander van’t Noordende  
CEO, Randstad





These features can benefit companies engaging the talent as well. To get the most benefit from immediate matching, not only does the talent need to already be in place, it's also ideal if the talent is already pre-vetted for certain jobs. Licenses and qualifications can be part of a person's profile on the platform, and the platform can work with client companies to set up assessment tests that talent can take to pre-vet themselves for a particular role. Clients can then enter the skills, certifications and assessment test results they want, and an AI can make an immediate match.

Platforms could also tap into other sites such as Github or Dribbble, where programmers and graphic designers can share their portfolios. Even for roles where some training needs to be on-site (e.g., welding, operating a forklift) and can't be done via the platform, the talent profile on the platform can still display badges earned from on-site training.

There are also opportunities for talent on the platform to network and collaborate with each other. At this level, the platform becomes more of a talent community. Having a community with an identity can also be more effective in using social media to advertise job openings.

Even when a platform's role is limited to recruiting, it often makes more sense for the platform to specialize in a certain field, given the different nuances in matching a nurse to a travel assignment, a bartender to an event, and a software developer to a project, for example. When platforms become talent communities, we can see how the need for specialization becomes even greater. Peers will want to collaborate more within relevant specializations, and software developers may want a different experience from a talent community than a travel nurse.

For remote work, the benefits of casting a wide net for talent across various countries can help platforms build the scale they need and present significant wage arbitrage opportunities. However, different time zones can be an issue if frequent communication is needed. Also, the platform company must know the regulations of each country in which it is engaging talent, and must have the resources to be compliant. To have a true community, it is also ideal to have a basic understanding of the culture in locations in which it is engaging talent. For remote work, engaging talent from multiple countries presents significant opportunities; nevertheless, companies need to understand the markets they are tapping into and make thoughtful choices about which markets to engage.

There are opportunities for talent on the platform to network and collaborate with each other. At this level, **the platform becomes more of a talent community.**

## Chapter 2: Beyond Matching – Building Talent Relationships

### FROM HUMAN RECRUITERS TO TALENT ADVISORS

Another way for platforms to act more like communities is if talent has access to an advisor to speak with about the assignment and their overall career. In our interviews with people who find work via platforms that have such advisors, they mentioned their conversations with a human advisor were generally quite valuable. The subject of check-in conversations could range from technical skills required for an adjacent role, to how to ask a manager for a vacation day or how to be more involved in a project. This kind of guidance is especially useful for younger talent with less experience in the workplace, career switchers, and someone from another country with cultural differences.

In an increasing number of cases, platform technology is able to absorb tasks done by a human recruiter. It makes sense for humans to shift to where human skills are now more needed, which is in more of a talent advisor role. When predicting how matching technology will affect the role of human recruiters, an often-cited analogy is how booking platforms such as Expedia replaced travel agents. However, while people are less likely to speak to a human to book a flight from Dallas to Las Vegas, many still want human tour guides when they are venturing to places less familiar (a week in the Amazon, a historical tour of Egypt, etc.). In fact, technology (e.g., the internet, social media, YouTube travel vlogs, AirBnB) is making it easier for people to learn about and vacation in less familiar places, raising demand for guides.

Humans working in talent acquisition should shift their human skills to where human interaction is needed most. Where it's increasingly needed is less in recruiting talent to fill a job, and more as an advisor, or “guide,” to help talent navigate their assignment and, to an extent, their careers. Because of technology, companies and talent need to be more agile, and people need to reskill more and venture into new, less familiar roles, creating more need for such guides.

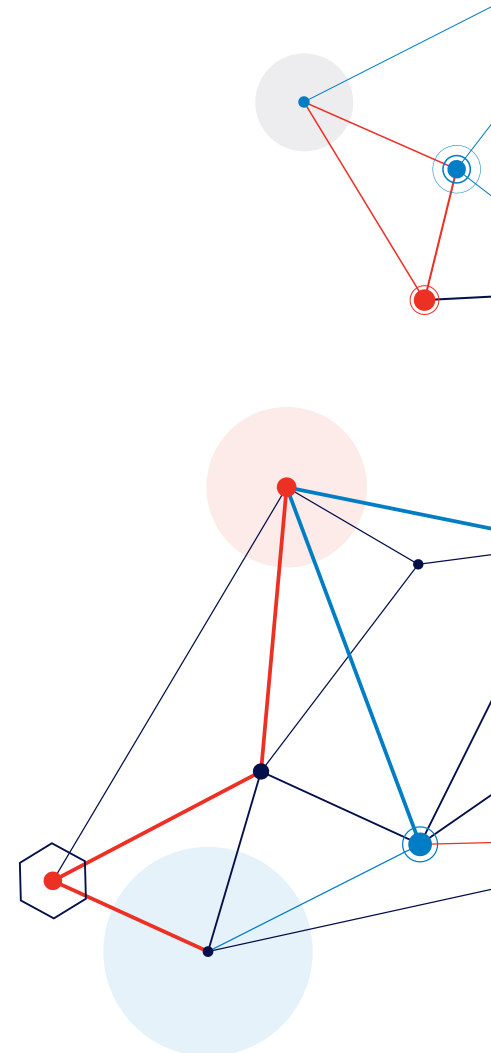
Various training and development tools can be available on a platform, such as articles, courses, and badges that talent can earn from completing courses and assignments. A talent advisor can help talent navigate their training using the T&D tools on the platform.

The human skills of being a talent advisor will also include responding with the appropriate level of engagement needed or wanted by a particular person. Some people will want more engagement than others, and this will vary by occupation, and people with different levels of experience will differ in the type of coaching they want.

Good talent advisors are more likely to draw talent to their platforms and keep them there; providers with the best platform technology and the best talent advisors are likely to have an edge in a landscape of scarce talent.

#### Key Points

- There is an opportunity for human recruiters to become talent advisors.
- Training, coaching, and peer interaction drive deeper talent engagement.
- Case studies show how talent communities reduce hiring time and improve fit.



## CASE STUDY 1

At a midsize property management technology company based in San Francisco, the founder and a few senior engineers were spending 25% of their time interviewing engineers. Over three months, they interviewed roughly 50 applicants and still could not find one person to whom they were comfortable extending an offer. The company was having trouble recruiting senior engineers in the Bay Area given the high compensation in that market, and the applicants presented for interviews did not have the technical experience the company needed. They also tried outsourcing talent to a company in Eastern Europe, but the time difference posed challenges.

The company then started working with Torc, a platform that has built and maintained a robust talent community by prioritizing talent engagement. Randstad Digital took over testing and conducting interviews but provided videos and notes, so hiring managers could more efficiently review technical skills. **Not only did the founder and his senior-level engineers reduce the time they spent interviewing from 25% to 5%, they also found several qualified engineers, three of whom they converted to full-time roles.**

## CASE STUDY 2

**SchoolStatus**, a growing educational technology company, was expanding quickly and had not yet put an HR department in place. The VP of Development Operations, Josh Deere, was using a headhunter and was struggling to find good talent that made sense within the company's budget. Then, the company engaged Randstad Digital, which proceeded to line up "a ton of interviews." Within a matter of weeks, the company had a team of high-caliber developers lined up.

Randstad Digital gave technical exams to the candidates, which reduced much of the interviewing and prep work the company was previously doing. A clear example of the efficiencies gained within a talent platform is the interview process. For candidates found outside the Torc platform, the interview process was taking a week. Within the Torc platform, this can be completed in an hour. The candidates Randstad Digital offered from nearshore locations were "friendlier to the budget" than what they could get in the New York or San Francisco markets, often providing "higher-caliber work." The company sometimes needs talent with highly granular, esoteric technical skills, and it notes that the convenience of being able to filter within Torc's portal for talent with these skills has **enabled them to find "a needle in a haystack" almost instantly.**

**Experiences shared by talent** obtaining work via the platform Torc, now part of Randstad Digital:



Every 15 days he (the contract manager) reached out to me... With Torc, you really feel comfortable that people are working hard to help you if you need.



They have a Slack channel, so we can talk directly with them if there are any questions. Also, every two weeks I talk with my success manager... We are not abandoned after we start work with the client.



# Chapter 3: The Convergence of Platforms and Traditional Staffing

## CONVERGENCE REQUIRES INTEGRATION

As platforms evolve into talent communities, and the human skills of traditional staffing firms shift from recruiting to talent advisory, we see these two models converging into a new product. We have already seen many traditional staffing firms acquire platform companies. Once the platform company is acquired, however, these platforms need to be integrated with the staffing firm to create one seamless experience, not run alongside the traditional staffing firm.

Walmart.com, for example, provides an omnichannel experience, where users can go online, see if a product is currently available in the nearest store, and decide whether to order it via delivery or pickup, or go to the store and browse. Walmart's website and stores are integrated into one experience. Similarly, a hiring manager should be able to go to a platform and have access to all of the talent that the staffing firm has available (within the specialty relevant to the talent community). The manager could decide whether he prefers to have an entirely self-service experience via the platform or speak with a recruiter and have a conversation about what is needed.

Moreover, integration is needed for the talent community to be scalable. A platform needs to have a large number of jobs to draw large numbers of qualified talent to it, and vice versa. If the talent community is not integrated with the staffing business, it is less likely to get the scale it needs. And if a platform is acquired by a large, global staffing company, the staffing company is more likely to have the resources needed to address regulatory issues in various jurisdictions. Integrating the staffing company with the platform will help the platform scale across countries for remote work and build a large enough talent community to meet the needs of its customers.

## MORE FOCUS ON TALENT

Once the platform is integrated with the staffing firm, the priority of the staffing firm shifts from the client to the talent. Traditionally, staffing firms have generally focused more on their relationships with clients than their relationships with talent. In many cases, the engagement with talent has been limited to a transactional interaction—a phone call to ask if someone is available for a job. That model is no longer sufficient.

Staffing firms, MSPs, RPOs and other workforce solutions providers will likely continue to hold strategic discussions with the client at the enterprise level, perhaps increasingly so. However, at the hiring manager level, the staffing firm relationship will increasingly be a self-service user experience with the platform.

To ensure a good user experience with the platform, the platform will need to have talent readily available. To have talent readily available, the staffing company will need to be more of a talent company that can build talent relationships by engaging talent and creating a community that is relevant for talent. The talent company will need to be relational and proactive, as opposed to transactional and reactive.

### Key Points

- Staffing firms and platforms can leverage their strengths by converging.
- Omnichannel user experiences improve access and scalability.
- The need for humans is shifting from filling jobs to broader talent engagement.



The vision should not be to build a company next to a company.

— **Sander van't Noordende**  
CEO, Randstad

The human skills of a traditional staffing firm will be needed to keep talent engaged on the platform, and we expect the human role to shift from matching talent to a job to helping curate a thriving, engaged talent community. This change requires an overall rethinking of the processes of traditional staffing, raising new questions such as whether we need to think of everything in terms of a job, or whether we always need job interviews.

## UNBUNDLING OF JOBS, AND DO WE ALWAYS NEED JOB DESCRIPTIONS?

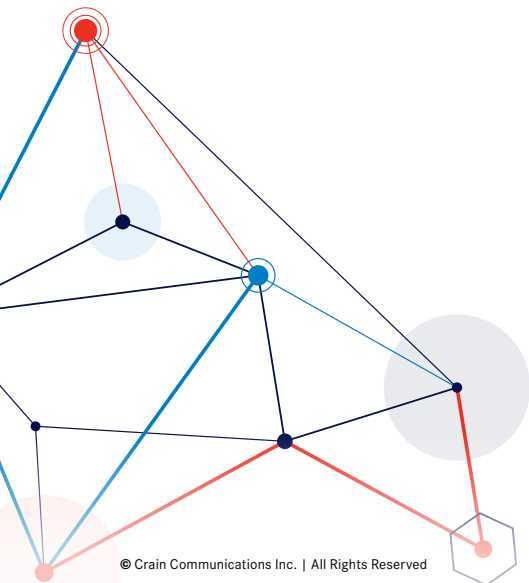
In some cases, it might make sense for a job to be unbundled into various tasks. This can make sense where talent is scarce or expensive, and instead of investing a full FTE, maybe a company pays talent for a few weeks, or two hours a day, to complete tasks. A variety of work arrangements can also present more options to talent that may be looking for different arrangements—such as whether to take a second, part-time job, gain some skills working on a project, take a few months off and then come back, etc.

Unbundling work and repackaging it into more consumable pieces not only gives more options to talent but can also give companies more agility, so they can run more “mini-sprints,” have shorter innovation cycles, and try more new things. This agility is increasingly important as technology increasingly disrupts one industry after another.

Once we no longer think of everything as a job, do we always need job descriptions? We already see cases in hospitality platforms where job descriptions are not used. For example, if a bartender is needed, and there is nothing especially unique about the assignment, an experienced bartender does not need to read a job description to generally know what will be expected of him. Even in professional roles, there are opportunities for streamlining.

Sometimes, a hiring manager just needs certain skills and qualifications, and the AI can match talent with those skills and qualifications accordingly. In many cases, trying to force a job description into this matching process muddies the water. Moreover, as businesses become more agile and jobs are unbundled into various projects and tasks, the job description might change after a week anyway.

We expect the human role to shift from matching talent to a job to helping curate a thriving, engaged talent community.



## INTERVIEWS ARE NOT ALWAYS NECESSARY, EITHER

Imagine a hiring manager suddenly needs a Java expert for a project as soon as possible. He goes into a platform and enters the job description and required skills, and three candidates meeting all the criteria pop up for him to interview. All three candidates have already completed similar assignments obtained via the platform, have exceptional reviews, and have already passed background checks run by the platform. The hiring manager interviews each of the three candidates. Meanwhile, these three candidates are interviewing with two other hiring managers at different companies for a similar position.

When talent platforms clearly show skills-based experience, sometimes an interview may not even be necessary. A hiring manager can receive pre-vetted candidates, based on skill match, that are available to start as soon as possible. This frees up valuable time that would otherwise be spent interviewing candidates, enabling a faster hire for the urgent project.

It's already common for some hospitality gigs to match without an interview, but there may also be an opportunity to scrap interviews for many professional roles, especially for short-term assignments.

## OTHER EXAMPLES OF CONVERGENCE

While this study is centered on the convergence of platforms and traditional staffing firms, we would be remiss to suggest that there is not an abundance of other examples of convergence throughout the workforce solutions ecosystem and beyond (or that none of these examples will overlap with staffing companies or platforms).

A few of the many examples of convergence include job boards taking on more features of staffing platforms, social media sites adding hiring platforms, and the MSP and RPO models integrating into total talent offerings. More examples of convergence can be found in our report [Convergence in the Workforce Solutions Ecosystem](#).



What we're seeing isn't just staffing firms and platforms converging—it's consulting, staffing, HR services, and even social networks all blending together.

— **Mike Morris**  
Head of Torc and  
Randstad Digital Recruiting

## Chapter 4: Potential Benefits for All Stakeholders

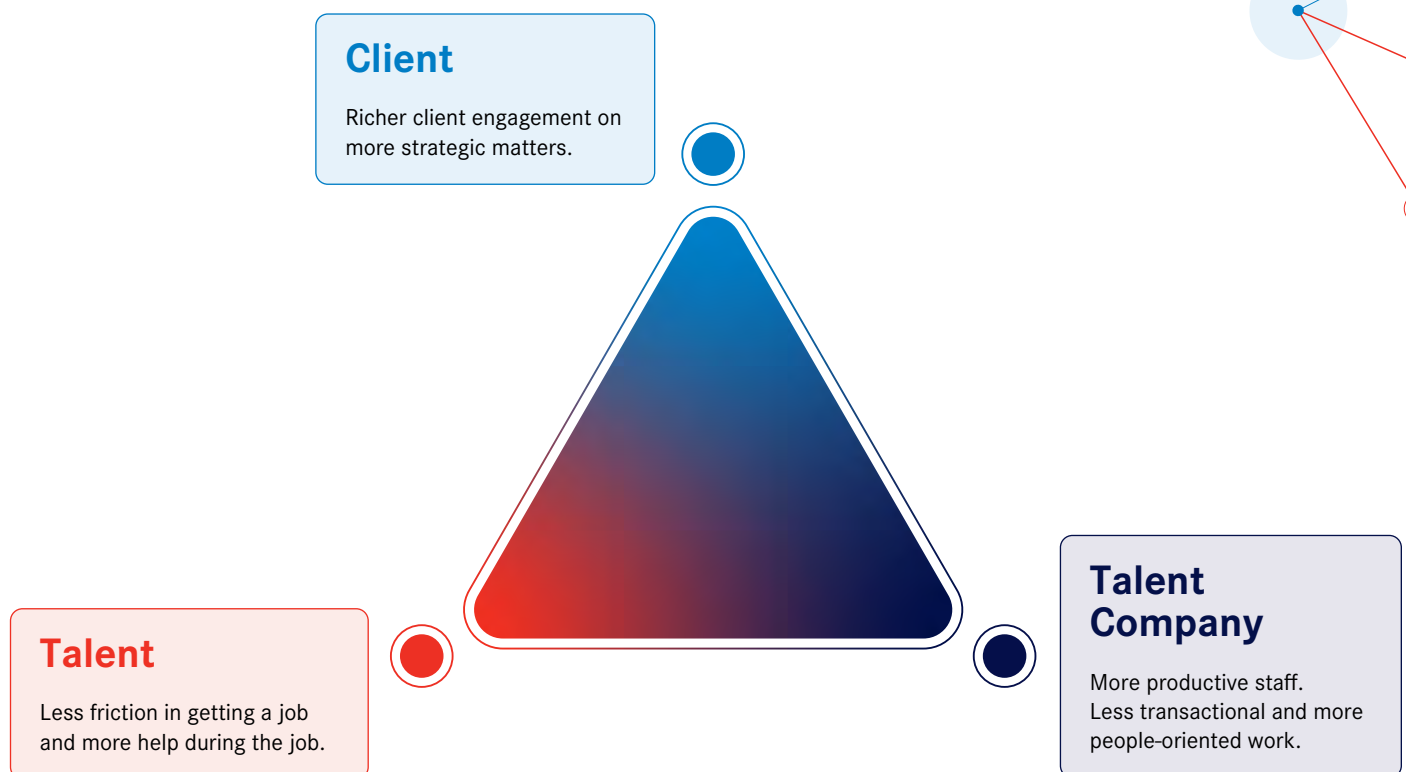
In this report, we have discussed how talent engagement is evolving and why it makes sense for traditional staffing companies and platforms to integrate into a new product, more akin to a talent company. In this model, the platform delivers talent where their skills are needed, and the human skills are centered on engaging talent and strategic discussions with clients. We do not mean to suggest that every experience of a hiring manager should be entirely self-service for every job tomorrow. However, we do believe this general shift will have benefits for a staffing firm's talent, clients, and the staffing firms themselves.

Clients will benefit from faster results on matters that are transactional. Phone calls and emails specifying "I need x number of people with y skills by z date" will be replaced by the platform. When clients communicate with humans at talent companies, the conversations will be more strategic. Talent will be able to find work more quickly, and there should be a greater variety of work arrangements available to talent. There should also be more opportunities for learning and displaying new skills.

Traditional staffing firms that make this shift will reap their own benefits as well. Advances in platform technology and shifting human skills to where they are needed will make their staff more productive. It will also mean less transactional work, and work that is focused on the human skills of engaging talent.

### Key Points

- Convergence is reshaping all corners of the workforce solutions ecosystem.
- Platforms improve speed, access, and strategic value for clients and talent.
- Staffing firms benefit from higher productivity and deeper talent relationships.





## Chapter 5: Key Takeaways

In an increasingly dynamic workforce landscape, platforms and traditional staffing firms are converging to create a new model of talent engagement. This report highlights the essential shifts shaping the future of talent acquisition. Below are the key takeaways that summarize how organizations can thrive in this evolving ecosystem:

**Talent access is being redefined by platforms**—not just through matching, but by building communities. Traditional staffing models that rely on reactive recruiting are being outpaced by platforms that cultivate pre-vetted, engaged pools of talent.



**The role of the human recruiter is evolving**—from transactional placement to talent advising. Platforms like Torc that blend automation with advisory support are better positioned to meet the needs of modern talent and clients.



**Scalability and specialization require more than technology—they require strategy.** The most successful platforms are not general marketplaces but curated talent communities focused on the occupations and regional markets they know best.



**Speed, quality, and flexibility are no longer trade-offs.**

By integrating assessments, training, and near-instant matching, open talent platforms deliver faster, better-aligned talent while also meeting budget expectations.



**The future belongs to talent-first, tech-enabled staffing ecosystems.**

As work becomes more dynamic and decentralized, the most competitive talent companies will be those that merge platform scale with deep human engagement.





## About Randstad Digital & Torc

Randstad Digital is a global partner for talent and technology solutions, helping organizations accelerate transformation through specialized talent, scalable capacity, and domain-led expertise. A part of Randstad—the world’s largest talent company—Randstad Digital is powered by Torc, an AI-driven talent platform and global technology community. Designed to meet the demands of today’s digital enterprises, Randstad Digital delivers flexible, high-impact solutions that enable agility, address critical tech skill needs, and drive sustained transformation.

For more information, see [www.randstaddigital.com](http://www.randstaddigital.com) or [torc.dev](http://torc.dev).



## About SIA

Founded in 1989, SIA is the global advisor 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. A brand of Crain Communications, a leading business news and information company, SIA is headquartered in Mountain View, California, with offices in London, UK.

For more information: [www.staffingindustry.com](http://www.staffingindustry.com)



## About Open Assembly

Open Assembly is a leading authority on open talent and the transformation of work. Originating from Harvard’s Laboratory for Innovation Science, we provide strategic guidance to organizations adopting open, networked workforce models. Through research, advisory, and our Talent Innovator 25 program, we identify emerging practices that help enterprises engage independent, freelance, and fractional talent at scale. Our work supports the shift from rigid hierarchies to flexible, skills-based systems. As organizations navigate ongoing disruption, Open Assembly equips leaders with the insights and frameworks needed to build more adaptive, resilient, and future-ready ways of working.

For more information: [www.open-assembly.com](http://www.open-assembly.com)