



Everest Group Vendor Management System (VMS) PEAK Matrix[®] Assessment 2025 – Global, North America, and EMEA

Focus on Trio VMS

June 2025



Introduction

Vendor Management Systems (VMSs) continue to be an important technology solution as an increasing number of 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 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, enhancing User Interface / User Experience (UI/UX) of solutions, and providing mobile-enabled solutions to clients. 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.

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

- [Vendor Management System \(VMS\) PEAK Matrix® Assessment 2025 – Global, North America, and EMEA](#), a comparative assessment of 25 leading VMS providers
- Competitive landscape of the VMS technology provider market
- Remarks on key strengths and limitations of each VMS provider
- Assessment of VMS capabilities

Scope of this report

Geography: global

Industry: all industries

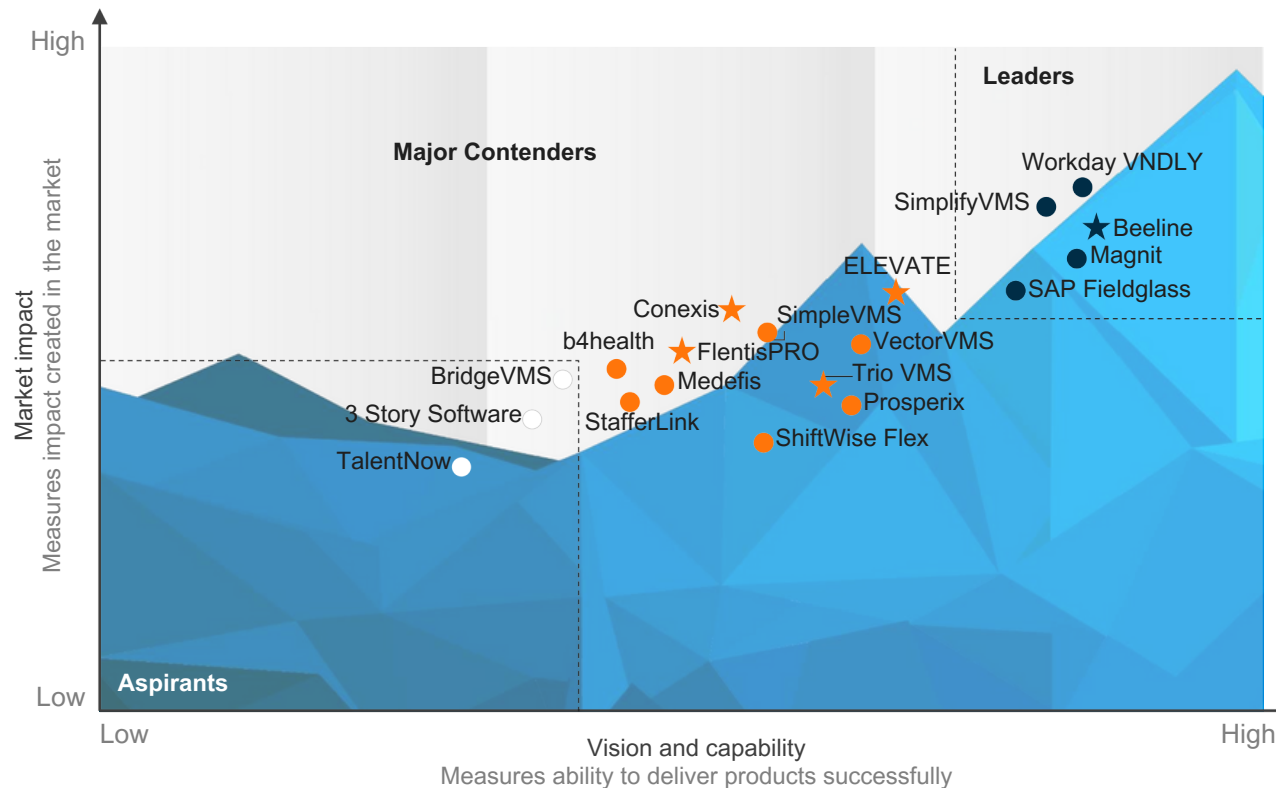
Products: Vendor Management System (VMS)

Everest Group PEAK Matrix®

VMS PEAK Matrix® Assessment 2025 – North America | Trio VMS is positioned as a Major Contender and a Star Performer

Everest Group VMS PEAK Matrix® Assessment 2025 – North America^{1,2,3}

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



¹ Assessment for b4health, Medefis, Stafferlink, and TalentNow 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. Assessment for SAP Fieldglass includes partial inputs from the provider

² 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, StafferLink, Trio VMS

³ 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 (2025)

Trio VMS profile (page 1 of 7)

Overview

Overview of company and technology offerings

Trio Workforce Solutions (TrioVMS) is a vendor-neutral workforce solutions platform that supports healthcare organizations in managing their staffing operations. It provides rate management tools and real-time staffing data to help organizations make informed, cost-effective workforce decisions. TrioVMS has been part of American Health Technology Group since its inception in 2017.

Headquarters: Edmond, Oklahoma

Website: www.triowfs.com

Key leaders

- | | |
|---|--------------------------------------|
| ● Kelly Rakowski, Chief Executive Officer | ● Bambi Gore, Chief Clinical Officer |
| ● Brian Schwidder, President and Chief Technology Officer | ● Jay Sage, Chief Growth Officer |

Suite of services

- | | |
|-------------|---------------------|
| ● Trio VMS | ● Trio Shifts |
| ● Trio eVMS | ● Advisory services |

Version number: 25.3.0.105

Release date: January 19, 2025

MSP partners

- | | |
|---------------------------------|--------------------------------|
| ● Advantis Medical | ● Stratum Medical |
| ● AHSA | ● Sunburst Workforce Solutions |
| ● Lucid Staffing Solutions, LLC | ● Vista Select |

Market adoption and partnership overview (2024)

- | | |
|---|--------------------------------------|
| ● VMS Spend Under Management (SUM):
US \$689.8 million | ● Number of countries served: 1 |
| ● Number of active VMS deals: 98 | ● Total number of formal partners: 6 |
| ● Number of FTEs: 59 | |

Recent developments

- Created and released Trio Shifts, a native mobile application that runs on Google Play and Apple and supports gig, per diem, Internal Recourse Pool (IRP), and 1099 workers
- Created technological AI data models and pipelines for a digital workforce
- Became a member of the UKG partner network and integrated with the scheduling and time and expense modules
- Developed Trio True Cost, an AI-powered module that automatically highlights the true cost of an agency-submitted candidate

Key clients

- | | |
|-----------------------|---------------------------|
| ● CommonSpirit Health | ● US Acute Care Solutions |
| ● Envision Healthcare | ● US Anesthesia Partners |

Other key partners

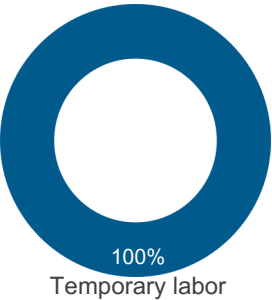
- | | |
|--------------|----------|
| ● IntelyCare | ● Qgenda |
| ● JobRobotix | ● UKG |

Trio VMS profile (page 2 of 7)

Portfolio

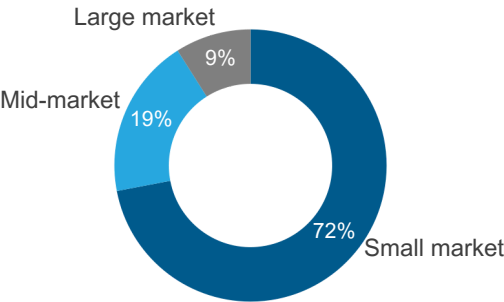
Spend managed by labor type in 2024

100% = US\$689.8 million



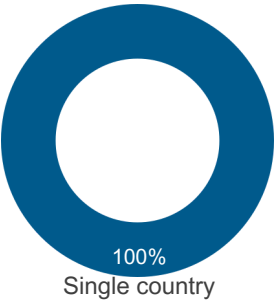
Deals by buyer size in 2024

100% = 98



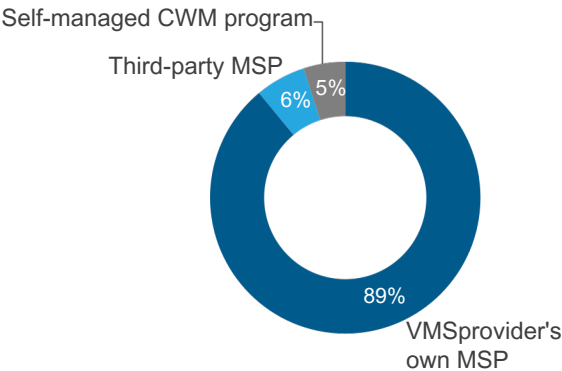
Deals by geographic scope in 2024

100% = 98



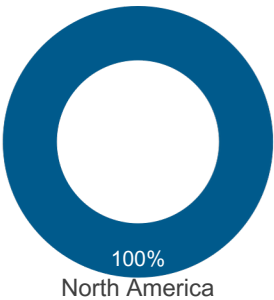
Total number of active deals in 2024

100% = 98



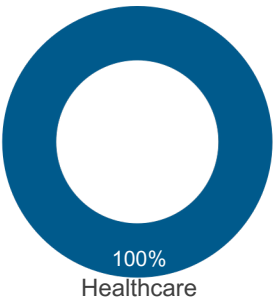
Spend managed by geography in 2024

100% = US\$689.8 million



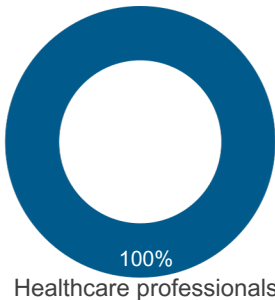
Deals by buyer industry in 2024

100% = 98



Spend managed by job family in 2024

100% = US\$689.8 million



Trio VMS profile (page 3 of 7)

Product functionalities and other capabilities

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

Temporary labor management

Requisition hierarchy management	Supplier tiering and management	Candidate screening and interview	Candidate provisioning
Rate management (breakdown by taxes, burden, and statutory costs)	Time-sheet bulk upload/update	Three-way invoicing when an MSP is involved	

Services procurement / SOW management

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

Independent Contractor (IC) management

Separate interface and defined workflow for IC requisitioning	IC rate bidding and negotiation	ICs engagement tracking and management	Worker classification evaluation as per local regulations to manage risk
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Direct sourcing / Talent pooling

Private talent pool creation and management	Candidates sourcing from external marketplaces	Talent attraction and recruitment marketing	White labeled career website creation
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Healthcare and blue-collar-specific capabilities

Dedicated module for blue-collar/healthcare worker	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.)	Automated hiring of pre-vetted candidates	Encrypted fields in the compliance module to protect sensitive data	Float pool management (Healthcare)
Automated requisition creation to refill vacant positions	Integration with time clock system	Candidate bulk upload	

Trio VMS profile (page 4 of 7)

Product functionalities and other capabilities

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

Time and invoice management

Timesheet and attendance	Supplier self billing of invoice	Multiple pay structures (hourly wages, shift differentials, and overtime rates)
Time tracking by projects and tasks	Geofencing	Expense management

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	SSO Capabilities
Hosted on public cloud	Both online/classroom training	Training in multiple languages	24/7 customer support

Reporting and 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 screening and matching/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

Trio VMS profile (page 5 of 7)

Product functionalities and other capabilities

Unique capabilities and offerings

- Introduced eVMS for healthcare systems that want to retain autonomy with their primary vendors, while still accessing centralized oversight, streamlined processes, and support through Trio's VMS technology and advisory capabilities
- Designed to support all key healthcare labor segments, including nursing and allied (travel), locums and physician, per diem, permanent and direct hire, and 1099 contractors
- Accommodates all labor types – internal, external, and gig workforce
- Enables healthcare systems to establish and manage their own internal agencies and build exclusive talent pools
- Provides Data-as-a-Service (DaaS), ensuring secure access to curated workforce data
- Features a customizable rate card module to accommodate diverse requirements of the healthcare sector
- Provides AI-driven smart VMS features such as submission evaluator, fill rate advisor, and Trio True Cost
- Provides AI-driven smart MSP capabilities such as timecard auditor and approver and digital worker for placement coordination
- Enables real-time cost savings reporting and analytics, highlighting total program savings in the following categories: time and expense savings, physician gratuity, expense policy savings, and internal agency
- Provides comprehensive Physician Enterprise Services (PES) capabilities such as Trio bid process, rate banding, and provider recommender

Trio VMS profile (page 6 of 7)

Everest Group global assessment – Major Contender

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
Global										
North America										

Strengths

- Trio VMS is a US-based contingent workforce management platform for healthcare providers. It operates under Trio Workforce Solutions, which also offers a vendor-neutral healthcare MSP. Trio Workforce Solutions is a subsidiary of American Health Staffing Group (AHSG), a leading US provider of healthcare workforce solutions, supporting both clinical and non-clinical hiring needs
- It has significant experience in managing every major healthcare labor category, including nursing, allied health, locums, per diem, and internal float pool resources for small and mid-market healthcare clients
- Its go-to-market strategy is centered on providing flexibility to clients, offering both a pure Software-as-a-Service (SaaS) model and a combined MSP + VMS service option. In addition, its enhanced VMS solution allows clients to tailor the level of administrative support they receive based on their specific program needs
- Trio VMS provides clients with a modern user interface and robust capabilities for shift scheduling, credential management, and float pool management. Some of its key features include the following:
 - It enables credential expiration alerts and also supports robust credentialing workflows with requirements that can be tailored by facility or role
 - It integrates with Adobe/DocuSign for contract management, and all credentialing documents flow downstream into rate enforcement, timecard validation, and invoicing, ensuring a unified, auditable compliance process
 - It supports real-time time and attendance tracking, expense reporting with receipt uploads, and integration with systems such as Workday
 - It offers its clients with Trio Shifts, a mobile application to streamline shift distribution and management. It provides workers with a single system to book and manage their shifts
- It is an API-first VMS and integrates with several point solutions in the market, including gig platforms, HRIS systems, ERP platforms, ATS platforms, and scheduling systems
- Trio VMS has made significant investments in direct sourcing capabilities, including management of both internal resources and agency pools
 - It has internal float pool module purpose-built for healthcare providers to manage clinicians and shift-based workers through shift distribution, time collection, and self-scheduling using Trio native mobile app
 - It also enables healthcare clients to build and activate private talent pools of retirees, 1,099 workers, physicians, and silver medalists with light admin support
- It has a two-way integration with its proprietary ATS, Insight, for job orders, submissions, compliance, and time and expense tracking, helping clients with internal staffing requirements

Trio VMS profile (page 7 of 7)

Everest Group global assessment – Major Contender

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
Global										
North America										

Strengths

- Trio VMS also supports other features to provide its healthcare clients with operational efficiency, including:
 - Trio Market Insights, a physician-specific database with rates by speciality and geography
 - Trio Submission Evaluator AI, to score candidate submissions in real time, improving vendor behavior and enhancing submission quality
 - Trio Bid Stream, a competitive environment that drives rates down
 - Trio Timecard Audit AI, to automate timecard validation against contracts and policies, catching anomalies and reducing billing errors
 - Trio Smart Approver, an AI-digital worker that approves time and expenses, is in the roadmap for 2025
- Trio VMS has a reports hub that uses Microsoft Power BI to offer comprehensive drill-down dashboards in areas such as program analytics and spend analysis. It also provides Data-as-a-Service to its clients by offering raw data extracts for clients' tools such as Tableau and Power BI
- Referenced clients highlighted its ease of use and reporting capabilities as areas of strength. They also lauded its healthcare-specific functionalities, allowing a seamless user experience

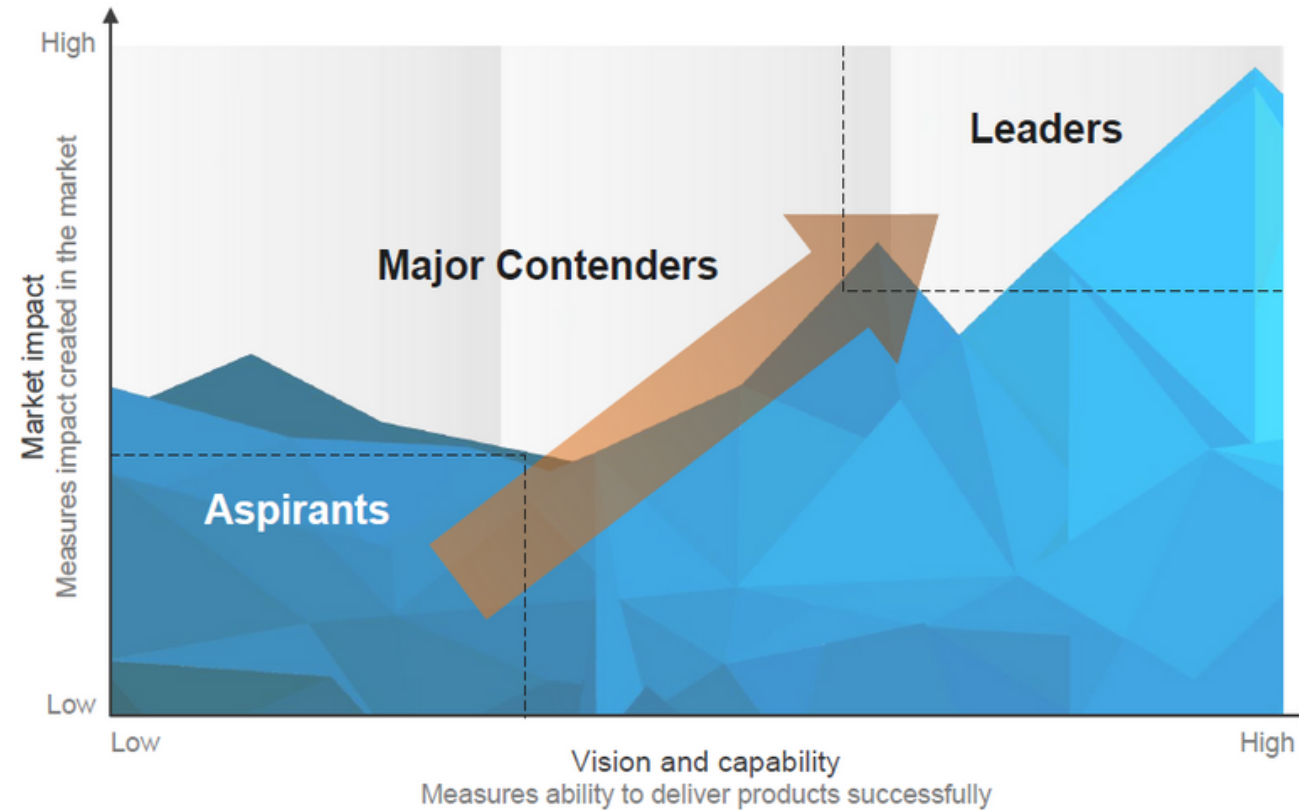
Appendix

PEAK Matrix® framework

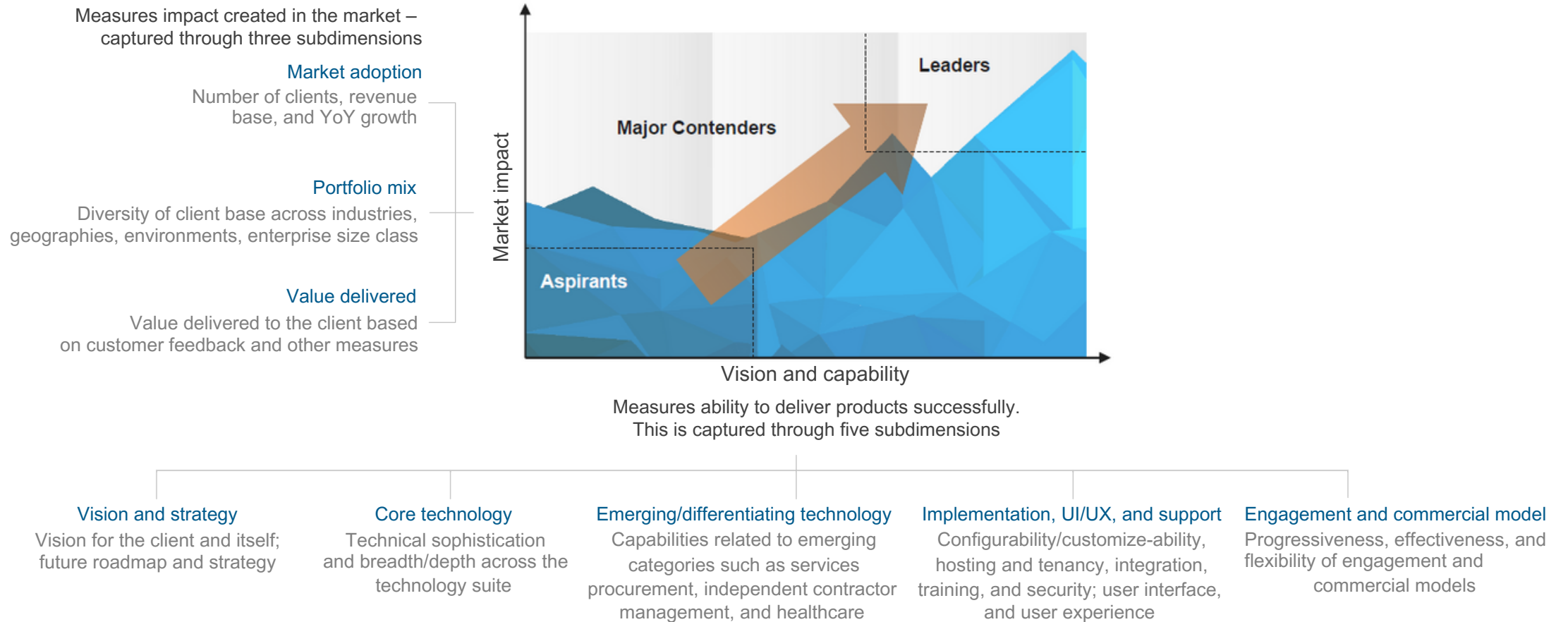
FAQs

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

Everest Group PEAK Matrix



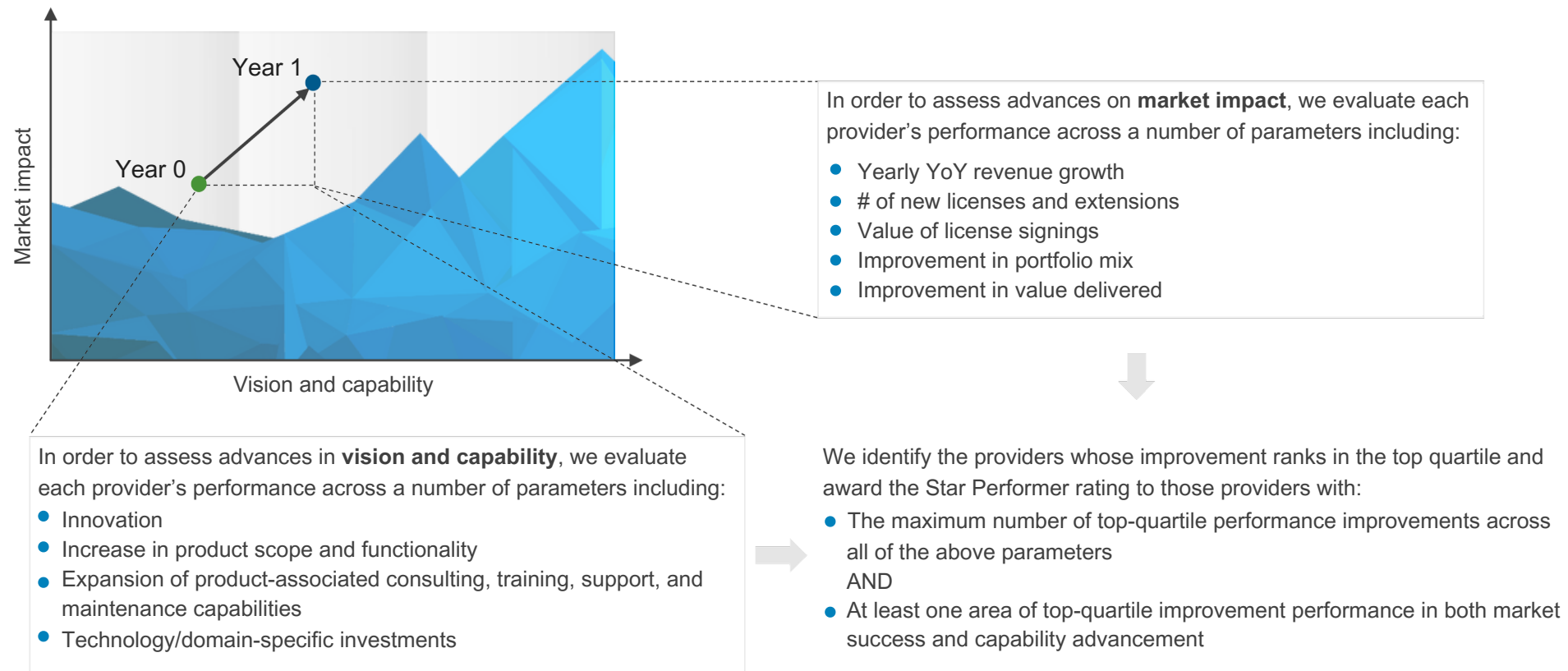
Products PEAK Matrix® evaluation dimensions



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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