

Baker's Dozen: RPO

2010 Baker's Dozen Customer Satisfaction Ratings: Top Recruitment Providers

The rankings contained within the Baker's Dozen for Recruitment Process Outsourcing and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified the top recruitment providers. Our survey research team then asked providers to identify customers to be surveyed. Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to score

each provider having a statistically significant sample. For this survey, we received feedback from more than 450 verified customers. The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide methodology, and we do not claim that our methodology is the only viable ratings program available; we do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

	Company	Hires in 2009	URL
1	SourceRight Solutions	More than 50,000	www.sourceright.com
	SourceRight Solutions manages outsourced talent acquisition functions whether for full-time (RPO), contingent or contract staff. Building upon our 60-year heritage in recruitment and staffing innovations, our solutions provide the workforce insight needed to drive strategic talent decisions by leveraging embedded technologies, a scalable global service model, and the best recruitment talent in the industry today.		
	The SourceRight Solutions network includes more than 900 locations across the globe. SourceRight has access to 575 locations and three National Service Centers in North America for the delivery of its comprehensive services product line. Through WorldSource, our global alliance with Hays plc, SourceRight clients have access to 340 support locations, internationally, delivering specialized recruitment offerings and candidate outreach strategies tailored to each industry, region, country and culture for the U.S, Canada, Europe, Middle East and Asia with more than 4,500 recruiters worldwide.		

Services:

SourceRight Solutions specializes in improving and managing workforce-related processes through a comprehensive spectrum of offerings that can be deployed singularly or in combination and include strategic talent optimization, our integrated approach to managing flexible, alternative workforce strategies; recruitment process outsourcing for improved speed and quality of full-time hires; professional contingent workforce services that enhance the acquisition and management of "free agent" contractors and consultants, while mitigating associated risk; and managed service provider programs to improve the procurement of an organization's contingent workforce, increasing quality while reducing supplier costs.

Recruitment Process Outsourcing:

- Enterprise RPO
- Selective RPO
- Project RPO
- Recruiter-on-demand

Professional Contingent Workforce Services:

- Independent contractor risk assessment services
- Independent contractor compliance
- Professional payrolling

Managed Services Provider Programs:

- Master vendor
- Vendor neutral
- Hybrid supplier management programs
- Program management
- Program design
- Advisory services

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Company	Hires in 2009	URL
2 Adecco RPO	60,000	www.adecco-rpo.com

Adecco RPO leads the industry in scale, flexibility, and customer satisfaction. In 2009 Adecco RPO was named #1 RPO by Datamonitor. Adecco's pledge to quality enables us to do business with 46 of the top 50 companies on the Fortune 500 list. We are responsible for 60,000 direct hires annually. We deliver industry-vertical solutions for the following sectors: financial services, pharmaceutical, government, healthcare, life sciences, information technology, energy, manufacturing, logistics and transport, commercial, retail, telecommunications, business services, public sector, and others.

Services:

Full lifecycle, process-based, task-based and on-demand RPO service offerings:

- Organizational and staff planning
- Recruitment strategy
- Employment branding
- Supply and demand planning
- Vacancy management
- Research
- Requisition management
- Recruiting and sourcing
- Candidate screening
- Assessment and interviewing
- Interview logistics
- Candidate management
- Offer management
- New hire on-boarding
- Internal mobility
- Employee referral programs
- Background investigation and reference checking
- Pre-employment physical exams and drug screens
- Recruitment administration
- College recruitment
- Business analytics, compliance and reporting
- Vendor managements

3 Alexander Mann Solutions	62,000	www.alexandermansolutions.com/
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Founded by Rosaleen Blair 14 years ago, Alexander Mann Solutions builds measurable, world-class talent and resourcing functions for organisations, based on the shared belief that people are the foundation for success. As a trusted advisor, we deliver this through innovative outsourcing and consulting services. While the core of our business is RPO, we have a strong heritage of innovation, and have developed a suite of services aimed to support the talent and resourcing agendas of all organisations in today's competitive talent market. Our contingent workforce management division delivers compliant, cost-effective and time-critical services to organisations with large populations of non-permanent workers. The professional services team provides resourcing communications through to assessment and selection, technology, business intelligence and graduate recruitment. AMS OnDemand service affords small to medium-sized enterprises the opportunity to benefit from the advantages of outsourced recruitment without requiring a full RPO solution. AMS is active in more than 60 countries, and employ 1,000 people – at any hour on any day in any timezone, AMS people are delivering talent services to over 35 clients.

Services:

- RPO: Bespoke comprehensive outsourced recruitment services covering every facet of the recruitment lifecycle, from small-scale single-country onsite services to complex multi-national offshore solutions
- Contingent Workforce Management: Procuring and managing populations of contingent workers (temporary workers, consultants and contractors) affording cost avoidance, compliance, and control
- AMS OnDemand: A pre-packaged, rapid-deployment RPO solution designed for small to medium-sized enterprises
- Interims: Experienced talent professionals deployed on an assignment basis
- Assessment and Selection: Expert advice on identifying and selecting the right talent
- Business Intelligence: Benchmarking, best practice, and meaningful metrics
- Executive Resourcing: Top-tier talent search - without the agency price tag
- Graduate Recruitment & Emerging Talent: Attracting and hiring the next generation of talent
- Operations Consulting: Optimisation of the recruitment process
- Outplacement and Career Transitions: Helping businesses and their people move forward
- Resourcing Communications: An in-house employer branding and sourcing agency
- Technology Consulting: Fair, unbiased technology advice and optimisation

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<p>4 The RightThing</p> <p>The RightThing offers innovative, scalable solutions that help clients find, recruit, hire and retain top talent. Dedicated to recruitment leadership, technology and outsourcing, The RightThing provides recruiting solutions to small, medium and large organizations. The RightThing is also parent company to AIRS, the leading provider of recruitment training, and full accountability and transparency of all costs.</p>	190,000	www.rightthinginc.com

Services:

Recruitment Process Outsourcing

The RightThing provides a broad range of comprehensive recruitment process outsourcing (RPO) services for both small and large enterprises. We implement innovative, best-in-class, proven solutions that deliver quantifiable results directly benefiting the bottom line. As a trusted strategic partner, our clients leverage our extensive staffing experience, infrastructure, resources and recruitment best practices on demand. Our account leadership provides operational, event based or on-going recruitment solutions that immediately scale to your changing business environment.

Our point solutions include:

- Recruiting and sourcing
- Candidate intake
- Candidate selection and assessment
- Requisition management
- Resume prescreening
- Interviewing
- Candidate scheduling
- Test administration
- Offer compilation
- Candidate follow up and on-boarding
- Metrics and reporting
- College recruiting
- Account management
- Competitive organizational mapping
- Proactive candidate pipelining
- Employment branding

Outplacement Services: Built around a sophisticated Web-based career transition platform, The RightThing Transitions is a technology-enabled outplacement service helping companies successfully place employees into new jobs at a fraction of the cost of traditional outplacement firms. Transitions has already helped more than 16,000 displaced workers from 95 corporations take the next step in their career and saved their sponsoring organizations more than \$10 million in outplacement fees.

Advanced Sourcing Technology: From automated resume sourcing to

name generation and sophisticated employment direct marketing, SourcePoint is the industry's only true enterprise class candidate sourcing solution. With eight modular, fully integrated tools, SourcePoint can be configured to streamline any sourcing process.

AIRS Training: As Web 2.0 brings new opportunities and challenges to recruiters, AIRS training, offers over 35 unique programs taught both in person and online. AIRS trainers have trained over 60,000 recruiters from 70 percent of the Fortune 500.

<p>5 Pinstripe</p> <p>Pinstripe designs, builds and delivers high-performing HR and talent acquisition solutions through end-to-end recruitment process outsourcing (RPO) partnerships that integrate HR strategy development, employment branding, sourcing, screening, recruiting, hiring, on-boarding, and employee engagement. We handle every candidate interaction—sourcing, acquiring, hiring and engaging new hires—as if we are direct employees of your organization. We become your brand stewards and preserve and reinforce your brand identity in everything we do on your behalf. We've worked with HR professionals across a wide range of industries to create progressive and innovative solutions that advance the HR function into a competitive advantage. Our value proposition has helped clients realize a reduction in hiring costs by as much as 40 percent; reduce vacancy rates; improve hiring cycle times; mitigate high turnover; and hire quality candidates at market-competitive rates.</p>	38,903	www.pinstripetalent.com
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Services:

- Workforce planning
- Budgeting
- Requisition management
- Sourcing
- Posting
- Screening
- Recruiting
- Selection
- Logistics & administration
- Offer Process
- On-Boarding
- Process reengineering
- Strategic advisory services
- Recruitment marketing services
- Social media services
- HR technology services
- Training
- Off-Boarding

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<p>6 Kenexa</p> <p>Kenexa RPO is one of the largest global RPO providers with more than 22 years of experience providing recruitment services for some of the largest companies in the world. Our expertise in recruiting, diversity in working with numerous job families, and the use of employee research to study human behavior in the workplace allows us to deliver a higher quality of candidate faster than anyone in the recruitment industry. We place tens of thousands of candidates every year in nearly 50 countries and in more than 27 languages. With operations located around the globe, we use technology and human ability to reach hard-to-find candidates and deliver them real-time to recruiters. This division of resources allows recruiters to spend valuable time creating relationships with candidates, leading to high quality employees and very high customer satisfaction.</p> <p>Services:</p> <ul style="list-style-type: none"> • Employment Branding • Recruitment Marketing • Sourcing Technology • Employee Assessments • Recruitment Technology/ Applicant Tracking • Talent Pooling via Global Database • Onboarding • Performance Management • Employee Surveys • Learning Management • Leadership Solutions • Succession Planning • Company Culture Assessments 	39,100	www.kenexa.com/rpo
<p>7 PeopleScout</p> <p>PeopleScout is a leading provider of recruitment process outsourcing (RPO) services aimed at helping companies with their exempt and non-exempt hiring needs. The firm's suite of services includes RPO, employment branding, on-boarding, and employee retention. Industries served include airline, financial services, telecommunications, retail, utilities, pharmaceutical, and transportation</p> <p>Services:</p> <ul style="list-style-type: none"> • Proprietary ATS technology • Employment brand development • Advertising • Sourcing • Screening • Interview scheduling • On-site assistance • Offer administration • On-boarding coordination • Requisition management • Pre-employment verifications • Workforce planning • Employee retention services 	143,000	www.peoplescout.com
<p>8 Kelly OCG</p> <p>Kelly's Outsourcing & Consulting Group, RPO practice is a global leader in managing enterprise-wide talent acquisition process, sourcing & recruitment solutions. Since 1995, we have delivered best-in-class talent acquisition processes and services with proven success through our experience in advanced sourcing techniques, LEAN methodologies and recruitment process design and management.</p> <p>Services: As an industry leader in recruitment process outsourcing (RPO) since 1995, KellyOCG RPO is your strategic source for global, world-class talent acquisition, and HR solutions. We offer human capital expertise, best practice sharing, strong international reputation, and global reach. From requisition to onboarding, we'll be your partner to source and manage top quality talent across a breadth and depths of disciplines and job levels. We deliver world-class RPO solutions across the globe with proven processes to meet your specific needs, no matter how large or small. RPO programs currently in North America, Canada, Latin America, EMEA and APAC. Kelly Services has a footprint in more than 40 countries across the globe.</p>	N/A	www.kellyocg.com

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<p>9 Aon RPO</p> <p>Aon RPO, the recruitment process outsourcing practice of Aon Consulting, partners with clients to optimize their talent acquisition and management operations. Our approach combines consulting and outsourcing to build a total talent solution designed to help our clients find, hire and develop qualified employees, effectively and efficiently. Our staffing experts use a proven methodology that combines best in breed technology, skilled and experienced people, and industry best practices to optimize recruitment functions across the enterprise. As a result, clients achieve world-class talent and a long-lasting competitive advantage in their market.</p> <p>Services:</p> <ul style="list-style-type: none"> • Public sector hiring • High volume hiring • Mid-market full life cycle RPO • Physician RPO • Corporate recruitment • Recruitment technology • Candidate sourcing • Candidate assessment & selection • Recruitment strategy & employment branding 	More than 20,000	www.aon.com/rpo
<p>10 Manpower Business Solutions</p> <p>Manpower Business Solutions, a world leader in recruitment process outsourcing, is a trusted global provider of integrated workforce management solutions. With decades of proven experience in RPO, we successfully deliver innovative programs to the world's most well-respected client organizations. As the economy returns, our highly experienced teams continue to provide measurable RPO programs to help clients source, engage and hire top talent. By leveraging Manpower Inc.'s extensive global network of operations in 82 countries, we have the unique advantage of supporting any client program—locally, regionally or globally.</p> <p>In addition to RPO, Manpower Business Solutions offers business process outsourcing (BPO) and managed service provider (MSP) programs to its clients domestically and globally. By consistently delivering superior service levels and measurable results, Manpower Business Solutions helps clients win in the changing world of work.</p> <p>Services: Manpower Business Solutions offers scalable RPO and HR Consulting services to support the entire employee lifecycle. By leveraging the global footprint of Manpower, we have the ability to deliver services to clients looking to hire on a global basis or within a single location. Our services include:</p> <ul style="list-style-type: none"> • Workforce planning • Recruitment strategy • Employer branding and recruitment marketing • Technology alignment • Process design • Candidate sourcing • Candidate screening and assessments • Resume response • Interviewing and candidate management • Offer negotiation • On-boarding • Consolidated reporting and service level agreement management 	80,000	www.us.manpower.com/mbs
<p>11 Futurestep A Korn Ferry Company</p> <p>Futurestep is a leading global talent solutions provider. We help companies build and implement strategies for improving their recruitment and talent management operations. Our services focus on Recruitment Process Outsourcing, Talent Acquisition Consulting and Mid-Level Recruitment. As a Korn/Ferry company, we have worked with nearly half of the Fortune 500, and we enjoy a strong reputation in the industry.</p> <p>Services: Recruitment process outsourcing</p> <p>RPO integrates talent acquisition strategy, global recruiting resources, competency-based methodologies, and a flexible service delivery model to help companies turn talent acquisition into a performance advantage.</p>	10,000	www.futurestep.com

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<p>Consulting services We provide strategy and expertise to help companies optimize key talent processes; evaluate and select service and technology vendors; establish objectives and metrics for success; and implement and support talent programs and systems. Areas of focus include talent management strategy; workforce planning; employment value proposition; talent technology evaluation, selection, implementation and support; and organization design.</p> <p>Project-based recruitment Project-based recruitment is a proven, outsourced solution for augmenting and optimizing a company's organization to secure multiple hires on a tight timeline.</p> <p>Mid-level recruitment With offices around the world, a proprietary global candidate database, and expertise across all major industries, we provide the most comprehensive mid-level recruitment service in the market.</p>		

12 Talent2

15,000

www.talent2.com

Talent2 is Asia Pacific's first end-to-end Human Resources Managed Services company. Talent2 has been purpose built to provide innovative approaches to support companies in achieving strategic HR objectives and operates through a unique offering of 'Acquire, Manage and Optimise'. The company is listed on the Australian Stock Exchange ('TWO') and was founded in 2003 by industry pioneers Geoff Morgan and Andrew Banks. Talent2 is now a global business with over 1,450 staff in close to 20 countries across Asia Pacific, Europe, the Middle East and the US.

Services:

- Outsource solutions to manage transactional HR processes such as recruitment (talent acquisition) or payroll and personnel administration (HRA)
- Employer branding and employee communications
- Executive search at senior leadership and board level
- Executive recruitment in specific disciplines at a mid to senior level on both a contract and permanent basis
- Mid-market payroll and human resources processing services
- HRIS, payroll and workforce management software, consulting and support services.
- Payroll processing outsourcing services and SaaS HRIS solutions in Asia
- HR strategy, consulting and outsourcing
- eLearning
- Workplace training courses delivered across Australia and NZ through a number of registered training organisations (RTOs).

13 Hudson

More than 10,000

www.hudson.com

Hudson is a leading provider of permanent recruitment, contract professionals and talent management services worldwide. From single placements to total outsourced solutions, Hudson helps clients achieve greater organizational performance by assessing, recruiting, developing and engaging the best and brightest people for their businesses. The company employs more than 2,000 professionals serving clients and candidates in approximately 20 countries

Services:

Hudson offers clients a variety of outsourced recruitment solutions to meet their business objectives. We work closely with HR and talent acquisition leaders to customize the most effective solution for their company.

- Recruitment process outsourcing: Hudson typically manages the complete lifecycle, providing dedicated recruiting management for your company
- Hybrid or selective RPO: Hudson provides a co-sourced solution, managing either a portion of the lifecycle below, or the entire lifecycle for a specific department or geography
- Project recruiting: Hudson manages the entire lifecycle (or selected portion if requested) for a high volume recruiting need within a defined period of time