



OVERALL EMERGING MARKET LEADERS

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
1. Yoh	16.94	7.50	211.38	477.88
2. AMN Healthcare	15.38	6.00	211.38	474.23
3. WilsonHCG	15.85	7.60	194.95	441.66
4. PPR Healthcare	15.00	5.43	188.07	424.25
5. PrincetonOne	15.83	6.56	174.56	398.07
6. Decision Toolbox	14.33	4.57	165.43	374.97

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1. Yoh

Website: yoh.com

For over 70 years, Yoh has been one of the most trusted providers of highly-skilled professionals and talent-related services that customers and candidates choose first. We provide the talent needed for the jobs and projects critical to client success by delivering comprehensive workforce solutions that focus on aerospace and defense, engineering, government, healthcare, life sciences, information technology, and telecommunications. Yoh has quickly become a leader in innovative talent acquisition programs and the delivery of client-specific recruiting solutions. Yoh's blog, The Seamless Workforce (www.seamlessworkforce.com), provides ongoing coverage of HR issues, workforce trends, and advice for all users of recruitment process outsourcing and workforce solutions.

Founded in 1940, Yoh operates from 75 locations throughout North America and the U.K., and is headquartered in Philadelphia, PA. As a business unit of Day & Zimmermann, Yoh has a burgeoning global footprint, as our parent company operates from more than 150 worldwide locations.

Services:

- *Recruitment process outsourcing:* end-to-end, full-cycle RPO; short-term/project RPO; limited/point-of-service RPO; on-demand RPO; and workforce planning and consulting.
- *Contingent labor managed and outsourced solutions:* managed services provider (MSP); payroll services; independent contractor compliance; statement of work (SOW); and vendor management system (VMS)

Important client metrics:

- | | | |
|---|-----------------------------|---------------------------------|
| • Time to submit | • Cost per hire | • Diversity of hire |
| • Time to fill | • Interview to hire ratio | • Source of hire (ROI) |
| • Candidate quality | • Offer to acceptance ratio | • Sourcing effectiveness |
| • Candidate and hiring manager satisfaction | • Diversity of slate | • Attrition by source/recruiter |

2. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare is the innovator in healthcare workforce solutions to healthcare facilities across the nation. AMN Healthcare's workforce solutions—including recruitment process outsourcing, MSP, and consulting services—enable providers to successfully reduce complexity, increase efficiency and improve patient outcomes. The company provides access to the largest network of quality clinicians and physicians through its innovative recruitment strategies and breadth of career opportunities.

Services:

- | | | |
|---|--|---|
| • RPO, enterprise-wide or project based | • Sourcing and screening | • ATS implementation and management |
| • LEAN process consulting | • Clinical assessments | • Offer management |
| • Recruitment marketing | • Social sourcing | • Exit interviewing |
| • Employer branding | • Mobile RN and physician sourcing iPhone apps | • Comprehensive data analysis and reporting |
| • Requisition management | • Interview scheduling and travel management | |
| • Lominger position profile development | | |

Important client metrics:

- | | | |
|-----------------------------|---|------------------------------|
| • Fill rate | • Source of hire | • Cost per hire |
| • Time to submit candidates | • Retention | • Hiring leader satisfaction |
| • Interview to hire ratios | • Candidate quality and years of experience | • Candidate satisfaction |
| • Overall time to hire | | • Improved compliance |

3. WilsonHCG

Website: www.wilsonhcg.com

WilsonHCG, a full-service recruitment process outsourcing (RPO) and human capital consulting provider, operates on the principle of providing true partnership to its clients. Creating scalable and customizable human capital solutions, the company is revolutionizing the recruitment process and bringing innovation to the industry. WilsonHCG is globally recognized as a top RPO provider and leader in the marketplace. Founded in 2002, the company headquarters is located in Tampa, Florida. While maximizing clients' talent acquisition processes is essential, WilsonHCG recognizes the relationships it develops lead to the results its clients realize.

Services

- Recruitment process outsourcing (RPO)
- Human capital consulting
- Managed services provider (MSP)

Important client metrics:

- Candidate quality
- Customer satisfaction
- Hiring manager satisfaction
- Candidate satisfaction
- Time to fill
- Cost per hire
- Diversity slate of candidate pool
- Submit to interview
- First-year turnover rate

4. PPR Healthcare

Website: www.pprmanagedservices.com

PPR Talent Management group is the nation's leader in healthcare RPO. Through unique relationships with healthcare organizations, PPR becomes a strategic and tactical partner for clients for 'everything recruiting'. As an organization that has been ranked on the *Best Places to Work* list for nine consecutive years, our foundation is culture-based hiring. We pass this expertise on to our healthcare clients while making them the best at recruiting in their market.

Services:

- Enterprise-wide RPO
- RPO (1 or more recruiter seat)
- Project RPO
- Contract recruiters
- Sourcing
- Screening
- Recruiting

Important client metrics:

- Time to fill
- Retention
- Cost per hire

5. PrincetonOne

Website: www.PrincetonOne.com

PrincetonOne RPO designs and delivers innovative and scalable recruitment solutions that help our clients identify, attract, recruit and hire top talent. From sourcing strategies and process design to technology, culture and scope, every solution that we deliver is unique and based around each client's specific needs.

With an extensive heritage of recruiting experience and no ties to proprietary technology, PrincetonOne RPO creates custom recruitment process outsourcing (RPO) solutions that are grounded in best practices, including current technologies and recruiting trends, and leverage our proven methodology. The success of each solution is guaranteed through service-level agreements and confirmed through published metrics.

Services:

- *Program consultation/management:* requisition development with hiring management; requisition management (direct responsibility to hiring managers and direct communication with hiring managers); reporting and metrics for staffing operations; workforce planning support; staffing department budgeting support; employment brand development consulting and program management; employment advertising budget coordination and advertisement strategy development; and advertisement creation and placement
- *Candidate recruitment and sourcing:* employee referral program management; executive search - retained and contingent; implementation and management of the client's internal employee and employee referral program as well as corporate career center.; post on all top job boards as well as a multitude of niche and diversity sites; social media campaign that has the ability to post positions to 300 plus different social media outlets; research associates and lead generation coordinators with expertise in competitor mapping, passive recruiting and mining to search; name gathering via web-based search engines and specialty sites as well as ask candidates currently in the screening process for referrals; temporary staffing; and college recruiting
- *Assessment:* web-based screening questions to verify minimum requirements; qualifying phone screen to verify minimum requirements; standard phone assessment (client-provided); customized behavioral-based phone assessment; standard online assessment (client-provided); customized competency based online assessment for both personality and position based; and skills-based testing
- *Interview logistics coordination:* client phone interview; client face-to-face interview; mileage reimbursement; air travel; hotel accommodations; rental cars; expense reimbursement processing; and on-site interview personnel
- *Onboarding:* management of offer processes, including offer presentation to prospective candidates; offer letter generation; proper modification of client-provided offer letter template, print and FedEx; I-9 form collection; benefit enrollment; provisioning coordination; SSN trace; county criminal felony and misdemeanor (7 years); education (highest degree); employment (up to 3 employers or 7 year history); credit; MVR; professional references (3 reference interviews); drug (9-panel urinalysis); new hire packet distribution

Important client metrics:

- Time to fill
- Time to submit candidates
- Position-vacancy rate
- Diversity hires
- Offer acceptance rate
- Source effectiveness
- Manager/new hire/applicant satisfaction
- Cost per hire

6. Decision Toolbox

Website: www.dtoolbox.com

Founded in 1992, Decision Toolbox provides scalable and easily integrated recruitment solutions for a 7 percent cost per hire on average while incorporating rigorous quality controls and a 12-month candidate guarantee. Armed with the very latest tools and a team of seasoned U.S.-based recruiters and sourcers, Decision Toolbox is an on-demand recruiting department for one critical search, for large projects, or a complete RPO solution. Decision Toolbox has taken a leadership role in almost every aspect of recruitment, introducing an RPO offering in 2000, four years before it became industry practice.

Services:

- On-demand RPO
- Standard full service search
- Advanced full service search
- Talent pipelining
- Name generation
- Competitive mapping

Important client metrics:

- Time to fill
- Hiring manager satisfaction
- Cost per hire