

# The 2014 Baker's Dozen Customer Satisfaction Ratings: Managed Service Programs

By The Editors

*HRO Today's* Baker's Dozen rankings are based solely on feedback from buyers of the rated services. The ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 10 responses from 7 companies, and we received feedback from more than 200 verified customers.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores. We include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity.

We hope this ranking provides you some insight into your next RFP process.

## 1. The Bartech Group, Inc. (Bartech)

**Website:** [www.bartechgroup.com](http://www.bartechgroup.com)

Established in 1977, Bartech is a prominent global workforce management and staffing solutions provider that expands a business's resources and capabilities by way of the contingent workforce. Bartech helps large users of non-employee workers achieve greater quality, savings, and efficiency while minimizing the risks associated with the management of non-employee workers. Bartech is certified by the National Minority Supplier Development Council (NMSDC) as a minority business with corporate plus status.

### Services:

#### Managed solutions:

- Managed service provider (MSP): master vendor and vendor neutral programs
- Independent contractor (IC) solutions (1099)
- Consulting and analytics
- Services procurement: statement of work (SOW) management
- Payrolling services
- Business process outsourcing (BPO)

#### Staffing solutions:

- Staffing
- VMS fulfillment
- Contract staffing
- Direct placements/search
- Recruitment development center
- Recruitment process outsourcing (RPO)

### Most important metrics:

- Contingent worker quality score
- Fill percentage by location/function
- Requisition coverage
- Cost avoidance
- On-time project delivery
- Accuracy reporting and invoicing
- Supplier survey score
- Retention/attrition
- Market share capture
- Retention rate/negative attrition by location/function
- On-time order renewal/extension
- Initial response timing
- On-boarding compliance
- Program service quality score
- On-time delivery
- Supplier response timing
- Candidate quality score
- On-time fill percentage
- M/WBE supplier spend
- Cost savings (multiple measurements)
- Financial/pricing compliance
- Cycle timing by location/function
- Adoption percentage
- Submittal: placement ration
- Engagement acceptance

## 2. Yoh

**Website:** [www.yoh.com](http://www.yoh.com)

Yoh is all about delivery. Talent, managed services (MSP) or recruitment process outsourcing (RPO) and so much more. We deliver immediate critical talent search, managed or outsourced solutions that match the best with the best and leave the rest to the rest. Whether it's finding top talent, managing a complex contingent labor program, or developing recruiting solutions to get you the talent you need the most, Yoh is a go. Ready, willing and more than able to do whatever it takes to take you in a single direction – forward. Using the strength of our vast network of resources to dig deeper, faster, helping you uncover just what you're looking for, Yoh is out in front, standing behind you, utilizing our wide array of constantly evolving processes, tools, and data to present you with insight and talent that prepares you for tomorrow, today.

At Yoh, we'll help you navigate and fulfill your talent demands and comprehensive workforce solutions focusing on aerospace and defense, engineering, government, health care, life sciences, information technology and telecommunications. Securing the right talent pipelines? We've got that covered! Yoh fulfills immediate resource needs and delivers managed and outsourced solutions. Start leveraging our deep industry expertise today.

**Services:**

Staffing services:

- Contingent
- Contract-to-hire
- Direct

Managed and outsourced solutions:

- Managed services provider (MSP)
- Payroll management
- Recruitment process outsourcing (RPO)
- Independent contractor compliance
- Statement of work (SOW)
- Vendor management system (VMS)

Federal services:

- Information technology
- Cyber security
- Intelligence
- Security management
- Program management

**Most important metrics:**

- Customer satisfaction
- Time-to-hire
- Submittal ratios
- Vendor performance metrics
- Cost savings
- Turnover
- Invoice timeliness/accuracy

## 3. Guidant Group

**Website:** [www.guidantgroup.com](http://www.guidantgroup.com)

With more than a decade of workforce consultation, strategic design and management experience, Guidant Group is an industry leader in designing, implementing, and managing contingent workforce and recruitment process outsourcing solutions that cross the spectrum of labor categories and geographies. As part of Impullam Group, a \$1.9 billion publicly traded global organization, Guidant Group offers seamless workforce optimization strategies for clients in all industries. Our solutions include design, process optimization, performance management, analytics and reporting, compliance management and audit, risk mitigation, program oversight, and cost management.

**Services:**

- Managed services provider (MSP): Master vendor, vendor neutral or blended (hybrid) contingent staffing management services, facilitated by e-evolution™ our proprietary workforce management technology or leading third-party VMS applications.
- Recruitment process outsourcing (RPO): End-to-end, selective, project-based, and recruiter-on-request.
- Payroll (sourced): Responsibility for all employer-related activities, including onboarding and management for client-identified, pre-identified or transitioning talent.
- Independent contractor compliance (ICC): Consulting and management services for IC/1099 engagements that offers process analysis/recommendation, risk assessments and contractor vetting, management and audit.
- Statement of Work (SOW): Evaluating historical SOW labor usage by location and department and managing project-based/statement of work engagements ranging from single site engagements to a group of significant size deployed across multiple locations.

**Most important metrics:**

- Customer, candidate, and vendor satisfaction
- Cost effectiveness
- Quality of service
- Compliance
- Diversity spend
- Supplier performance

#### 4. Allegis Global Solutions

**Website:** [www.allegisglobalsolutions.com](http://www.allegisglobalsolutions.com)

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses. We focus on understanding client's challenges, opportunities, strategic thinking and future planning, then shape and deliver solutions to meet their unique needs.

**Services:**

Managed services provider:

- Contingent workforce solutions - services procurement management (SOW)
- IC
- Payroll management

Recruitment process outsourcing:

- Permanent workforce solutions - full life cycle recruitment support
- Internal candidate management

Integrated talent solution:

- Holistic approach to managing talent across your enterprise

Advisory services – talent attraction strategy development:

- Human capital consulting
- Workforce optimization
- Business analytics

**Most important metrics:**

- Manager satisfaction
- Offer acceptance rate
- Technology resolution
- Bill rate management
- Interview-to-hire rate
- Time-to-fill
- Issue resolution
- First time quality
- Cost savings
- Successful placement
- Supply chain readiness

#### 5. Randstad Sourceright

**Website:** [www.randstadsourceright.com](http://www.randstadsourceright.com)

As a talent partner helping companies face complex challenges, Randstad Sourceright provides the global resources, expertise, capability, and vision to drive business results. Through our solutions, organizations are achieving impact through all facets of talent acquisition and management, including traditional employees and the contingent, free agent workforce. But as times change, our clients are looking for more than solutions. They look to us as a strategic talent advisor with the knowledge and capability to keep them ahead and we are committed to that vision.

**Services:**

All of our solutions, including recruitment process outsourcing (RPO), managed services programs (MSP), payrolling and independent contractor solutions (PICS), and blended workforce solutions are designed to deliver:

- Strategic capability and quantifiable business impact
- Deep expertise and astute market insight
- Global best practices powered by local experts

**Most important metrics:**

Candidate quality: resume vs. job description; interviews to offers; offers to acceptance/start; candidate performance; turnover; negative turnover

Supplier quality: initial response to new requisition; candidates vs. interviews; time reporting; screening requirements adherence; on/offboarding process compliance; supplier safety performance; training; diversity; subcontractors; rate strategy compliance; response time; geographic coverage

## 6. Pontoon

**Website:** www.pontoonsolutions.com

Pontoon is a market leader in global talent management that provides a competitive advantage through people. Along with unrivaled access to data and workforce intelligence, Pontoon delivers global workforce solutions that reduce risk, increase quality and improve visibility and forecasting—while also reducing cost. Headquartered in Jacksonville, FL, USA and with office locations globally, Pontoon is a wholly owned Adecco company. Pontoon delivers outsourcing solutions in the areas of contingent labor, SOW management as well as employee recruiting and placement in over 70 countries for nearly 100 clients, a global footprint that is broader and deeper than the industry has experienced to date.

### Services:

#### MSP:

##### Process optimization

- Automation of processes
- Performance metrics
- Stakeholder engagement
- Value add consulting
- Back office process management
- Client Relationship Management
- Resource planning and talent advisory
- Recruitment process review
- Execution of client strategy
- Talent lifecycle management

##### Supply chain optimization:

- Supply chain diagnostics
- Supplier diversity
- Supplier community design and execution
- Supplier advocacy and mentorship

##### Compliance and risk management:

- Employment legislation and regulations
- Risk mitigation for effective workforce utilization
- Business intelligence
- Market intelligence
- Demand planning
- Cost management
- Financial management
- Alternative talent delivery models
- Adherence to country tax guidelines
- HR classification/correspondent employment
- Global standardization of reporting and analytics
- Trending and strategic insight
- Candidate and manager satisfaction
- Productivity improvements
- Pay and margin compliance

##### Qualification and management of independent contractors

Statement of work (SOW) MSP services

Outsource workers (or identity management)

Direct sourcing

Consulting services

#### RPO:

- Organizational and staff planning
- Recruitment administration
- Offer management
- Assessment and interviewing
- Supply and demand planning
- Vendor management
- Employee referral programs
- International and remote location sourcing
- Retention improvement strategies
- Pre-employment exams and drug screening
- Recruitment and sourcing
- Recruitment strategy
- College recruitment
- New hire on-boarding
- Interview logistics
- Vacancy management
- Continuous improvement programs
- Background investigation and reference checking
- Requisition management
- Social media consulting
- Candidate management
- Candidate screening
- Employment branding
- Business analytics, compliance and reporting
- Internal mobility
- Implementation and consulting services
- Research
- Benchmarking

## 7. Superior Group

**Website:** [www.superiorgroup.com](http://www.superiorgroup.com)

Founded in 1957, Superior is a premier provider of workforce solutions and outsourcing around the globe. Trusted by many Fortune 500 companies, our talent acquisition services are nuanced and thorough, and our management solutions provide maximum efficiency via proprietary technology. Headquartered in the United States, with offices in Argentina, Belgium, Canada, China, Germany, India, Slovakia and the United Kingdom, our company is a proven partner for businesses that believe in setting goals, if only so they can go beyond them.

**Services**

- Managed service programs
- Vendor management system
- Independent contractor compliance
- Co-Employment risk mitigation
- Contingent staffing
- Direct placement
- Executive recruitment
- Recruitment process outsourcing (RPO)
- Payrolling services

**Most important metrics:** Customer satisfaction • Cost savings • Candidate quality • Billing accuracy • Time-to-fill • Attrition • Submittal follow-up • Manager activity follow-up • Supplier T&C compliance/auditing • Time-to-hire

## 8. Advantage xPO

**Website:** [www.advantagexpo.com](http://www.advantagexpo.com)

Advantage xPO® is a division of Advantage Resourcing®, one of the largest staffing firms in the world. Advantage xPO delivers best-in-class global solutions in recruitment process outsourcing (RPO) and managed service programs (MSP) to clients across a variety of industries. A trusted partner to leading organizations seeking world-class strategic workforce solutions, Advantage xPO was recognized in both MSP and RPO categories in *HRO Today's Baker's Dozen*. To learn more about our integrated approach to strategic workforce management, visit us at [www.advantagexpo.com](http://www.advantagexpo.com)

**Services:**

Recruitment Process Outsourcing

- Full-cycle RPO
- Managed service programs
- Independent contractor/1099 compliance
- Talent strategy partner
- Talent composition recommendations (temp. vs. perm)
- Exclusive transfer of non-core functional work
- Manufacturing and distribution process outsourcing
- Partial-cycle RPO
- Solution consulting
- Payrolling
- Market research and competitor intel
- Project based/volume hires
- Program and supplier management
- Strategic workforce planning
- Business process outsourcing
- Complete oversight of recruitment administration activities managed by SLAs

**Most important metrics:**

- Time to fill
- Hiring manager satisfaction
- Interview to hire ratio
- Attrition
- Cost savings

## 9. ZeroChaos

**Website:** [www.zerochaos.com](http://www.zerochaos.com)

Headquartered in Orlando, Florida, ZeroChaos is the world's largest vendor-neutral managed services provider. Since 1999 we have been helping companies rethink their contingent workforce strategies to achieve greater quality, process efficiency, and cost containment. Built on innovation, our solutions are at work in more than 97 countries across the globe, successfully serving a variety of clients.

**Services:**

- Managed services program
- Vendor management system
- Independent contractor management
- Background screening
- Private label sourcing
- Professional payroll services

**Most important metrics:**

- Candidate quality
- Productivity
- Cycle time
- Supplier performance
- Cost savings

## 10. Agile-1

**Website:** [www.agile-1.com](http://www.agile-1.com)

Agile-1's consultative approach solves workforce challenges for our customers by delivering cost savings, risk mitigation, vendor management, employment alternatives, industry best practices, and access to the best talent. Combining innovative talent procurement technologies with experienced professionals and a robust suite of total workforce solutions, we maximize the value of our customer's workforce, decreasing liability and overhead associated with human capital management. Agile-1 manages the complexities of today's global workforce by streamlining all components of contingent and direct labor. Workforce challenges. Solved.

**Services:**

- Managed service programs (MSP)
- Recruitment process outsourcing (RPO)
- Blended MSP/RPO solutions
- ICC solutions
- SOW solutions
- Payrolling solutions
- Workforce technology solutions - VMS and ATS (acceleration)
- Workforce consulting
- Alumni solutions

**Most important metrics:**

- Quality
- Requisition activity
- Order fulfillment
- Overtime
- Rate card compliance
- Turnover/attrition
- Cost savings and avoidance
- Supplier performance
- On-Time fulfillment
- Hiring manager satisfaction
- Assignment longevity/tenure
- Contractor type – ICC, SOW, W-2 /payroll
- Diversity spend
- Program performance
- Headcount
- Spend trends/analysis
- Cycle times
- Aging – job posting /work order

## 11. Staff Management | SMX

**Website:** [www.staffmanagement.com](http://www.staffmanagement.com)

Founded in 1988, Staff Management | SMX is a recognized global leader in innovative workforce management solutions that deliver best talent, drive compliance, yield tangible savings, and build sustainable value. Staff Management | SMX won Inavero's 2014 Best of Staffing® Client Award, is ranked one of the top managed service providers worldwide by buyers on HRO Today's 2013 Baker's Dozen for managed service programs and its StaffTrack software won a 2013 TekTonic Award for innovation in HR technology. The company is ranked among the largest global staffing providers by the Staffing Industry Analysts and won the 2012 American Business Award for Company of the Year. Staff Management | SMX has been a charter member in the U.S. Immigration and Customs Enforcement IMAGE Program since 2006 and holds workers' compensation risk certification.

**Services:**

- Outsourced workforce management (OWM)
- Proprietary and leading third-party VMS technologies
- Comprehensive program governance
- Direct hire programs
- Full-service SOW, managed and outsourced services procurement management
- On- and off-site support
- End-user, supplier and workforce training
- Workforce scheduling, performance and audit management
- VMS technology configuration and administration
- Enterprise wide reporting and analytics
- Risk and compliance management
- Worker classification support and payrolling
- Managed service provider (MSP)
- End-to-end supplier strategy, sourcing and management
- Workforce planning and optimization
- Independent contractor (1099) administration
- Master, hybrid and neutral models
- Diversity supplier program
- Precision recruitment, sourcing and media buying
- Job sharing framework and technology
- Consolidated invoicing
- Rate intelligence and workforce planning
- Employment eligibility verification
- Service level agreement (SLA) attainment and administration

**Most important metrics:**

- Hard and soft cost savings
- Turnover/attrition
- Cost per hire
- Contract and audit compliance
- Safety record
- Order fulfillment
- Overtime
- Supplier performance
- Diverse supplier spend
- On-time fulfillment
- Quality of worker/hire
- Hiring manager and supplier satisfaction
- Invoice/payroll accuracy

## 12. DCR Workforce, Inc.

**Website:** www.dcrworkforce.com

DCR provides the guidance, hands-on assistance, and innovative supply chain technology needed by clients to maximize the contributions of their agency contractors, freelancers and external project teams. DCR combines highly efficient workforce procurement and management operations with the knowledge and technology needed to analyze, understand and act on all aspects of contingent talent management.

Smart Track, our proprietary cloud-based talent management platform, assists in providing customizable VMS and MSP solutions to manage, procure, and analyze talent with complete transparency, real-time control, high performance and decision-enabling business intelligence.

For more than two decades, we have offered middle market and enterprise clients a complete vendor neutral solution to manage their temporary workforce. DCR Workforce is a certified minority and women owned business.

**Services:**

- Managed services program (MSP)
- Workforce intelligence solutions
- Payroll services
- Smart Track, DCR's proprietary vendor management system
- Compliance and auditing solutions
- Alumni management solutions

**Most important metrics:**

- Performance metrics
- Fill ratio
- Successful assignment completion
- Client satisfaction metrics
- Achievement of anticipated cost savings in each stage of the program
- Project satisfaction rating
- Rate card compliance
- Employee classification compliance
- Monthly spend versus budget
- Rate compliance
- Project compliance to budget
- Customer satisfaction rating
- Compliance metrics
- Billing accuracy
- Time to fill (by skill set)
- Negative contractor turnover
- Project scope change percentage
- Negative supplier turnover
- Contractor performance rating
- Drug and background check compliance
- Issue resolution

## 13. Volt Consulting Group

**Website:** www.voltconsultinggroup.com

Volt Consulting Group (Volt) serves more than 100 Fortune 500 and mid-size global organizations, from leading product and services companies to some of the world's most admired consumer brands. Our tailored managed service programs (MSP) enable these organizations to acquire and manage their entire contingent workforce from temporary employees to independent contractors, outsourced service providers, and project-based workers.

**Services:**

- Managed service programs (MSP)
- SOW and outsourced services management
- Independent contractor qualification and management
- Payrolling services
- Contingent workforce business analytics
- Supplier performance management/diversity sourcing strategy
- VMS technology selection and management
- Project management office/project portfolio management
- Business process improvement

**Most important metrics:**

- Requisition fill rate percentage
- Unwanted contractor turnover rate
- Requisition fulfillment response time
- Cost savings percentage
- Diversity spend percentage
- Contractor quality ratings
- MSP customer satisfaction ratings
- MSP quality ratings