

# RPO Baker's Dozen Customer Satisfaction Ratings: EMEA and APAC

We rank the top providers of recruitment process outsourcing in EMEA and APAC based on customer satisfaction surveys.

By The Editors

*HRO Today Global's Baker's Dozen Customer Satisfaction Ratings* 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 distribute to their clients.

Once collected, response data is loaded into the *HRO Today Global* database for analysis to score each provider that has a statistically significant sample. For this survey, we required five responses from a location in Europe, Middle East or Africa, or Asia Pacific.

In order to determine an overall ranking, we analyse 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 Baker's Dozen Customer Satisfaction Ratings are based on those scores. The numbers presented in the tables below represent those calculated scores; we include them to demonstrate the relative differences amongst the ranked service providers.

The only influence that *HRO Today Global* magazine has on the outcome of this survey is that *HRO Today Global* will discard incomplete surveys or surveys outside the normal distribution. This means surveys that are too perfect as to be possible or so negative that they are spiteful and not accurate feedback. Otherwise, *HRO Today Global* has no impact on the survey outcome. While we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Ratings provides you some insight into your next RFP process.

## Overall Leaders: APAC

Provider	Overall Ranking
1. Alexander Mann Solutions	687.04
2. Resource Solutions	655.11
3. Korn Ferry Futurestep	627.26
4. Hudson RPO	583.54
5. Cielo	494.99
6. Career International	441.11

### Breadth of Service Leaders: APAC

Provider	Breadth of Service
1. Hudson RPO	21.71
2. Alexander Mann Solutions	21.67
3. Korn Ferry Futurestep	19.17
4. Resource Solutions	18.80
5. Career International	16.08
6. Cielo	15.75

### Quality of Service Leaders: APAC

Provider	Quality of Service
1. Alexander Mann Solutions	307.59
2. Resource Solutions	294.74
3. Korn Ferry Futurestep	281.23
4. Hudson RPO	258.49
5. Cielo	221.33
6. Career International	195.56

### Size of Deal Leaders: APAC

Provider	Size of Deals
1. Alexander Mann Solutions	6.08
2. Resource Solutions	6.00
3. Korn Ferry Futurestep	5.83
4. Hudson RPO	5.43
5. Cielo	4.88
6. Career International	4.42

**Overall Leaders: EMEA**

Provider	Overall Ranking
1. Alexander Mann Solutions	739.12
2. Cielo	728.52
3. Korn Ferry Futurestep	593.51
4. Resource Solutions	586.85
5. WilsonHCG	583.20
6. Pontoon Solutions	481.81
7. Hudson RPO	457.49

**Breadth of Service Leaders: EMEA**

Provider	Breadth of Service
1. Resource Solutions	22.00
2. WilsonHCG	20.75
3. Cielo	20.00
4. Alexander Mann Solutions	19.11
5. Korn Ferry Futurestep	18.00
6. Pontoon Solutions	17.40
7. Hudson RPO	15.20

**Size of Deal Leaders: EMEA**

Provider	Size of Deals
1. Alexander Mann Solutions	7.06
2. Korn Ferry Futurestep	7.00
3. Cielo	6.67
4. Pontoon Solutions	5.60
5. Resource Solutions	5.57
6. WilsonHCG	4.25
7. Hudson RPO	3.20

**Quality of Service Leaders: EMEA**

Provider	Quality of Service
1. Alexander Mann Solutions	334.14
2. Cielo	328.50
3. Korn Ferry Futurestep	265.72
4. Resource Solutions	259.79
5. WilsonHCG	259.50
6. Pontoon Solutions	213.48
7. Hudson RPO	204.48