

2017 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's RPO 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 distribute to their clients.

Once collected, response data is loaded into the HRO Today 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 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 below represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

The only influence that HRO Today Magazine has on the outcome of this survey is that HRO Today 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 has no impact on the survey outcome. 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.

Overall Leaders: APAC

Provider	Overall Ranking
1. Alexander Mann Solutions (AMS)	687.04
2. Resource Solutions	655.11
3. Korn Ferry Futurestep	718.12
4. Hudson RPO	583.54
5. Cielo	494.99
6. Career International	441.11

Breadth of Service Leaders: APAC

Provider	Breadth of Service
1. Alexander Mann Solutions (AMS)	21.67
2. Hudson RPO	21.71
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. Korn Ferry Futurestep	324.50
2. Alexander Mann Solutions (AMS)	307.59
3. Resource Solutions	294.74
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 (AMS)	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