

# 2018 Baker's Dozen Customer Satisfaction Ratings: RPO

By The Editors

*HRO Today'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 to buyers directly through our own mailing lists and indirectly through service providers. Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis.

In order to determine an overall ranking from this data, 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. These scores are the basis of

the Baker's Dozen Customer Satisfaction Ratings and are presented in the tables on page 24 to demonstrate the relative differences among the ranked service providers.

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

## 1. Alexander Mann Solutions

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

Alexander Mann Solutions and the Talent Collective has a team of 4,000 talent acquisition and consulting experts that partner with more than 100 clients in over 90 countries, delivering distinctive outsourcing and architecting transformative solutions.

**Services:**

- Recruitment process outsourcing (RPO)
- Managed service program (MSP) and contingent workforce solutions
- Total workforce solutions
- Talent acquisition consulting
- Resourcing augmentation and project delivery

## 2. Korn Ferry

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

Korn Ferry develops talent solutions that help organisations get talent-ready for what's next. Korn Ferry brings direct access to the IP, advisors, and tech to prepare for change across all talent dimensions. Through search, RPO, and advisory services, Korn Ferry understands, enables, and optimises people across the employee lifecycle.

**Services:**

- RPO
- Search
- Advisory services

## 3. Allegis Global Solutions

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

Through decades of industry experience and with services across 60+ countries, we understand what it takes to build successful workforce management solutions. We have the experience, state-of-the-art technology, and sustained innovation investments to ensure your workforce solutions enhance your company.

**Services:**

- RPO
- MSP
- Services procurement
- Analytics, business research, and insights
- Specialised consulting practice

## 4. PeopleScout

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

PeopleScout is the world's largest RPO provider, managing talent solutions spanning the global economy with end-to-end MSP capabilities supporting total workforce needs. Affinix™, PeopleScout's proprietary talent acquisition platform, empowers faster engagement with the best talent through an AI-driven, consumer-like candidate experience with one-point ATS and VMS integration.

**Services:**

- RPO
- MSP
- Total workforce solutions
- Talent advisory services
- Advanced analytics

## 5. Randstad Sourceright

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

Randstad Sourceright is a global talent leader providing strategies, expertise, and solutions that enable companies to achieve a human intelligence advantage. Its proven approach recognises that people are the future of any organisation, and that a deep understanding of talent yields a powerful force for business transformation.

**Services:**

- Integrated talent solutions
- RPO
- MSP
- Payroll and independent contractor solutions
- Integrated talent advisory services

## 6. WilsonHCG

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

WilsonHCG is a global talent solutions leader that operates on the principle of providing true partnership to its clients. Delivering business-impacting talent solutions, WilsonHCG is transforming its clients' businesses through their talent.

**Services:**

- Research and advisory services
- Talent consulting
- Technology advisory services
- RPO
- Contingent talent solutions

## 7. Cielo

**Website:** [cielotalent.com](http://cielotalent.com)

Cielo is the world's leading strategic RPO partner. Cielo leverages its global reach, local talent acquisition expertise, and customised solutions to help clients achieve outstanding business outcomes through their talent practices.

**Services:**

- Enterprise, co-sourcing, and project RPO solutions
- High-volume hiring RPO solutions
- Total talent acquisition solutions
- Executive search solutions
- HR technology services

## 8. Sevenstep

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

Known for its unbounded vision and partnership-driven approach, Sevenstep persistently defies industry conventions to provide clients with talent acquisition wins and business performance gains. With a global delivery footprint, Sevenstep is a nonstop recruitment force determined to push beyond limits and embrace possibilities.

**Services:**

- Enterprise RPO
- Project RPO
- Blended RPO
- Data analytics consulting services
- Employer branding

## 9. Hudson RPO

**Website:** [HudsonRPO.com](http://HudsonRPO.com)

Hudson RPO specialises in recruiting professional-level candidates for mid- to large-cap multinational corporations across diverse industry sectors. Hudson RPO offers a wide range of RPO services including fully or partially outsourced recruitment, project recruitment, contingent workforce solutions, and blended solutions.

**Services:**

- Full and partial service RPO
- Recruitment projects
- Team augmentation
- Contingent workforce solutions
- Blended solutions

## 10. AgileOne

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

From cutting-edge technologies to award-winning services, AgileOne has the resources to be a true, consultative partner able to manage your entire, end-to-end talent lifecycle. Minority/woman-owned with operations around the globe.

**Services:**

- Proprietary technology platform
- RPO
- MSP
- PPS and direct sourcing
- Employment marketing

## 11. Yoh

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

Integrated talent solutions. Talent, RPO, MSP, and so much more. We deliver immediate critical talent search and integrated talent solutions that match the best with the best and leave the rest to the rest.

**Services:**

- End-to-end, full-cycle RPO
- Short term/project RPO
- Limited/point-of-service RPO
- On-demand RPO
- Employment branding and social media recruiting

## 12. Orion Novotus, An Orion Talent Company

**Website:** [www.orion-novotus.com](http://www.orion-novotus.com)

Orion Novotus, an Orion Talent company, is an organisation committed to delivering recruiting solutions that are fundamentally different and outcomes that are fundamentally better. Orion Novotus provides businesses with RPO and consulting services that result in measurable, lasting workforce improvements.

**Services:**

- RPO
- Recruitment optimisation
- Skilled talent acquisition
- Military hiring solutions

## 13. Engage2Excel Recruitment Solutions

**Website:** [www.engage2excel.com/recruitment](http://www.engage2excel.com/recruitment)

Engage2Excel Recruitment Solutions helps organisations create unique candidate and employee experiences. Our industry-leading solutions for recruitment can help you compete more effectively to win in today's talent-driven market by finding you employees who care more, work smarter, and stay longer.

**Services:**

- RPO
- Project recruitment
- Direct hire
- ATS/CRM platform
- Employer branding

## Overall Enterprise Leaders

Provider	Overall Score
1. Alexander Mann Solutions	696.12
2. Korn Ferry	686.61
3. Allegis Global Solutions	681.02
4. PeopleScout	674.42
5. Randstad Sourceright	669.50
6. WilsonHCG	667.81
7. Cielo	661.41
8. Sevenstep	630.95
9. Hudson RPO	541.30
10. AgileOne	534.38
11. Yoh	533.70
12. Orion Novotus, An Orion Talent Company	485.48
13. Engage2Excel Recruitment Solutions	474.24

## Overall Enterprise Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	21.33
2. Hudson RPO	19.27
3. Randstad Sourceright	19.00
4. Allegis Global Solutions	18.90
5. Alexander Mann Solutions	18.80
6. Korn Ferry	18.68
7. WilsonHCG	18.39
8. Sevenstep	18.18
9. AgileOne	17.50
10. Yoh	17.38
11. PeopleScout	17.21
12. Orion Novotus, An Orion Talent Company	16.88
13. Engage2Excel Recruitment Solutions	16.29

## Overall Enterprise Size of Deal Leaders

Provider	Size of Deal
1. PeopleScout	7.06
2. Allegis Global Solutions	6.29
3. Sevenstep	6.18
4. Alexander Mann Solutions	6.13
5. Cielo	6.06
6. Korn Ferry	5.95
7. AgileOne	5.80
8. Randstad Sourceright	5.50
9. WilsonHCG	5.06
10. Hudson RPO	4.91
11. Yoh	4.81
12. Orion Novotus, An Orion Talent Company	4.38
13. Engage2Excel Recruitment Solutions	3.71



## Overall Enterprise Quality of Service Leaders

Provider	Quality of Service
1. Alexander Mann Solutions	314.22
2. Korn Ferry	309.85
3. Allegis Global Solutions	306.90
4. PeopleScout	304.86
5. Randstad Sourceright	301.59
6. WilsonHCG	301.43
7. Cielo	295.67
8. Sevenstep	283.67
9. Hudson RPO	240.53
10. Yoh	238.47
11. AgileOne	238.37
12. Orion Novotus, An Orion Talent Company	216.06
13. Engage2Excel Recruitment Solutions	211.41