

# 2018 Baker's Dozen Customer Satisfaction Ratings: Total Workforce Solutions

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.

Beginning in 2018, a new section was added to both the managed service program (MSP) and recruitment process outsourcing (RPO) Baker's Dozen questionnaires that addressed the use of total workforce solutions (TWS). If respondents indicated they use the same provider for both contingent and full-time employee needs, they were asked a series of questions pertaining to TWS. These study results were then combined with the relevant components of the MSP and RPO study findings and consolidated into one data set. Providers that were qualified to be included in the data set had to have both RPO and MSP clients that participated in the Baker's Dozen process in 2018. MSP is a term that is used in North America, but the service may be called different names in EMEA and APAC. Some providers that manage full-time and contingent labor but did not take part in the MSP Baker's Dozen were allowed to have clients complete the survey under the same parameters that were used to develop the MSP Baker's Dozen earlier

this year. However, we did not update the already published MSP Baker's Dozen to reflect the new data.

The methodology that produced the ranked list was very consistent with other Baker's Dozen studies. In order to determine an overall ranking from this data, 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. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings and are presented in the following tables 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. While 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. 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
- TWS
- Analytics, business research, and insights
- Specialized consulting practice

## 2. 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
- TWS
- Talent advisory services
- Advanced analytics

## 3. AMN Healthcare

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

AMN Healthcare enables providers to successfully navigate the evolving healthcare environment by attracting and recruiting the most comprehensive offering of clinicians and physicians. Headquartered in San Diego, Calif., and with more than 18,000 corporate team members and clinicians working throughout the United States, AMN Healthcare provides innovative healthcare workforce solutions and staffing services that help its clients, clinicians, and physicians deliver excellent, cost effective patient care.

**Services:**

- Staffing and recruitment
- Workforce solutions
- Executive leadership
- Advisory services

## 4. Alexander Mann Solutions

**Website:** [www.alexandermannsolutions.com](http://www.alexandermannsolutions.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:**

- RPO
- MSP and contingent workforce solutions
- TWS
- Talent acquisition consulting
- Resourcing augmentation and project delivery

## 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 recognizes that people are the future of any organization, 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. AgileOne

**Website:** [www.agile-one.com](http://www.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
- TWS
- Employment marketing

## 7. Yoh

**Website:** [www.yoh.com](http://www.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 and on-demand RPO
- MSP
- TWS
- Employment branding and social media recruiting

## Overall Leaders

Provider	Overall Score
1. Allegis Global Solutions	798.83
2. PeopleScout	696.70
3. AMN Healthcare	643.75
4. Alexander Mann Solutions	642.26
5. Randstad Sourceright	516.66
6. AgileOne	511.12
7. Yoh	457.99

## Quality of Service Leaders

Provider	Quality of Service
1. Allegis Global Solutions	344.09
2. PeopleScout	299.00
3. AMN Healthcare	272.13
4. Alexander Mann Solutions	266.63
5. Randstad Sourceright	212.03
6. AgileOne	206.64
7. Yoh	185.33

## Size of Deal Leaders

Provider	Size of Deal
1. Allegis Global Solutions	6.63
2. Randstad Sourceright	3.97
3. PeopleScout	3.88
4. AMN Healthcare	3.67
5. Yoh	3.56
6. Alexander Mann Solutions	3.50
7. AgileOne	3.40

## Breadth of Service Leaders

Provider	Breadth of Service
1. Alexander Mann Solutions	47.00
2. AgileOne	44.00
3. Allegis Global Solutions	42.13
4. AMN Healthcare	41.00
5. Randstad Sourceright	40.37
6. Yoh	39.00
7. PeopleScout	38.88