

The Baker's Dozen Customer Satisfaction Ratings: Recruitment Process Outsourcing EMEA and APAC

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 Global* 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 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 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.

The only influence that *HRO Today Global* 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. Whilst we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

Overall EMEA Leaders

Provider	Overall Ranking
1. Alexander Mann Solutions	696.83
2. Cielo	694.83
3. WilsonHCG	694.46
4. Hudson RPO	458.14
5. Advantage xPO, a division of Recruit Global Staffing	417.53

EMEA Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	22.00
2. WilsonHCG	20.33
3. Alexander Mann Solutions	20.00
4. Hudson RPO	16.50
5. Advantage xPO, a division of Recruit Global Staffing	14.00

EMEA Size of Deal Leaders

Provider	Size of Deal
1. Alexander Mann Solutions	6.40
2. WilsonHCG	6.33
3. Cielo	6.00
4. Advantage xPO, a division of Recruit Global Staffing	4.29
5. Hudson RPO	4.17

EMEA Quality of Service Leaders

Provider	Quality of Service
1. Alexander Mann Solutions	313.50
2. WilsonHCG	312.13
3. Cielo	311.06
4. Hudson RPO	203.42
5. Advantage xPO, a division of Recruit Global Staffing	186.06

Overall APAC Leaders

Provider	Overall Ranking
1. Alexander Mann Solutions	727.52
2. Hudson RPO	708.81
3. Allegis Global Solutions	614.42
4. Korn Ferry	614.72
5. PeopleScout	584.03
6. Harrier Talent Solutions	399.46
7. Cielo	378.26
8. Career International	341.42

APAC Breadth of Service Leaders

Provider	Breadth of Service
1. Hudson RPO	22.00
2. Alexander Mann Solutions	20.20
3. Allegis Global Solutions	20.20
4. PeopleScout	20.13
5. Korn Ferry	18.80
6. Cielo	17.00
7. Career International	14.25
8. Harrier Talent Solutions	13.00

APAC Size of Deal Leaders

Provider	Size of Deal
1. Allegis Global Solutions	6.80
2. Korn Ferry	6.60
3. Alexander Mann Solutions	6.20
4. Hudson RPO	6.00
5. Harrier Talent Solutions	5.33
6. PeopleScout	4.88
7. Career International	4.50
8. Cielo	4.20

APAC Quality of Service Leaders

Provider	Quality of Service
1. Alexander Mann Solutions	328.02
2. Hudson RPO	317.72
3. Korn Ferry	274.35
4. Allegis Global Solutions	273.96
5. PeopleScout	260.19
6. Harrier Talent Solutions	177.92
7. Cielo	164.96
8. Career International	149.55