

# The 2012 Baker's Dozen Customer Satisfaction Ratings: Managed Service Programs

HRO Today's 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 on-line 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 database for analysis to score each provider that has a statistically significant sample. For this survey, we required 10 responses from five companies and we received feedback from more than 160 verified customers.

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 on page 26 represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available we do vouch for its statistical validity. Please note: The total number of companies ranked this year is less due to market consolidation and an insufficient amount of surveys received to make up a statistically significant sample for some providers. We hope this ranking provides you some insight into your next RFP process.

## 1. Randstad Sourceright

Web site: [www.randstadsourceright.com](http://www.randstadsourceright.com)

Randstad Sourceright provides talent acquisition and contingent workforce solutions and expertise that help companies position for growth, execute on strategy, and improve business agility.

Key offerings include blended workforce solutions, recruitment process outsourcing (RPO), managed services provider (MSP) solutions and contingent workforce services (CWS). As a division of Randstad, a \$22.5 billion company and the second largest HR services provider in the world, Randstad Sourceright delivers the resources and deep capability companies need to optimize their talent strategy for business growth and transformation.

Randstad specializes in solutions in the field of flexible work and HR services.

Our services range from regular temporary staffing and permanent placement to inhouse, professionals, search and selection, and HR solutions.

The Randstad Group is one of the top three leading HR services providers in the world, including in Argentina, Belgium and Luxembourg, Canada, Chile, France, Germany, Greece, India, Mexico, the Netherlands, Poland, Portugal, Spain, Switzerland, the UK, and the United States. The Randstad Group also has major positions in Australia and Japan.

Services:

Blended workforce solutions: to provide comprehensive management of talent acquisition, encompassing both traditional employees and the contingent, free-agent workforce and drawing on integrated delivery and management of RPO, MSP, and contingent workforce services.

Recruitment process outsourcing (RPO): to provide a global recruitment solution to optimize candidate quality, control costs, and deliver measurable results in performance and business impact.

Managed services provider (MSP): solutions to improve engagement and management of the contingent and free-agent workforce and suppliers, increasing quality, reducing costs and supporting core business goals.

Contingent workforce services: to enhance the engagement of free-agent talent by improving access, containing costs, and mitigating compliance risks. Services include independent contractor risk assessment services, independent contractor compliance management (ICCM), and professional payroll.

Most important metrics:

- Time-to-fill
- Responsiveness

- Customer satisfaction
- Candidate quality
- Candidate satisfaction
- Diversity of spend
- Invoicing accuracy/timeliness
- Rate-card compliance
- Cost savings
- VMS tool availability and performance

## 2. Staff Management | SMX

Web site: [www.staffmanagement.com](http://www.staffmanagement.com)

Founded in 1988, Staff Management | SMX delivers workforce management solutions and high-volume vendor on premise (VOP) staffing. Staff Management | SMX solutions provide best talent, drive compliance, yield tangible savings, and build sustainable value. One of America's top job creators on *Inc. Magazine's* Inc. 5000, Staff Management | SMX was also the winner of best overall company of the year in the 2011 Stevie Awards for Women in Business. Staff Management | SMX has been a charter member in the U.S. Immigration and Customs Enforcement IMAGE program since 2006 and achieved Workers' Compensation Risk Certification in 2011.

Services:

- Managed service provider (MSP)
- Proprietary and third-party VMS technologies
- End-to-end supplier strategy, sourcing, and management
- Comprehensive program governance
- Workforce planning and optimization
- Contingent workforce management
- Temporary, temp-to-hire, and direct hire staffing
- Independent contractor (1099) administration
- Full-service SOW, managed, and outsourced services procurement management

- Master, hybrid, and neutral models
- On- and off-site support
- Diversity supplier program
- End-user, supplier, and workforce training
- Precision recruitment, sourcing, and media buying
- Contingent workforce scheduling, performance, and audit management
- VMS technology configuration and administration
- Consolidated invoicing
- Enterprise-wide reporting and analytics
- Rate intelligence and workforce planning
- Risk and compliance management
- Employment eligibility verification
- Worker classification support and payrolling
- Service level agreement (SLA) attainment and administration

Most important metrics:

- Hard and soft cost savings
- Order fulfillment
- On-time fulfillment
- Turnover/attrition
- Overtime
- Quality of worker/hire
- Supplier performance
- Hiring manager and supplier satisfaction

## 3. Allegis Group Services

Web site: [www.allegisgroupservices.com](http://www.allegisgroupservices.com)

Allegis Group Services offers human capital and workforce management solutions to clients in a wide range of industries. Our offerings include managed services, recruitment process outsourcing, retained executive search, and consulting services. We assist companies in maximizing the efficiency and effectiveness of their talent acquisition while bringing industry best practices and world-class service to every engagement.

Services:

RPO

- End-to-end recruitment outsourcing
- Project management office
- Resourcing diagnostic
- Employer branding
- Social media strategy and execution
- Requisition creation
- Candidate sourcing
- Scheduling interviews
- Candidate screening
- Reporting and metrics
- On-boarding

MSP

- Human capital consulting
- Executive search
- Business analytics

Most important metrics:

- Direct hires
- Cost per hire
- Employee referrals
- Customer satisfaction
- Candidate satisfaction
- Reduced time to fill
- Cost per hire
- Improved candidate experience
- Workforce planning

## 4. Adecco Solutions Group

Web site: [www.AdeccoSolutions.com](http://www.AdeccoSolutions.com)

Adecco Solutions, Inc. is a separate and distinct business line within the Adecco Group. As part of an organization that has more than 15 years experience delivering managed services, Adecco Solutions was formerly established in 2008 and manages more than \$5 billion in worldwide spend.

Our business philosophy is to deliver comprehensive and consultative MSP programs through best-in-class processes to best address our clients' business needs

and provide efficiencies. Our business philosophy is to focus our resources and experience on providing innovation to MSP programs, which also defines us as a separate organization from the Adecco Group and distinguishes us from staffing fulfillment organizations.

Our group headquarters is in Zurich, Switzerland, and we also have North American headquarters in New York City, NY, and regional offices in EMEA and APAC countries.

Services:

- MSP programs and program oversight
- Contingent workforce management
- Supplier management
- Statement of work management
- 1099 independent contractor vetting and management
- Spend and supply chain management
- Technology management
- Consulting
- Recruitment process outsourcing

Most important metrics:

- Percentage of diversity spend
- Percentage of work dedicated to payroll services
- Average number of SOWs processed per client
- Average number of POs processed per client
- Timeline for implementation
- Total annual revenue
- Global footprint and percent of total revenue
- Strategic partners/vendor neutrality
- VMS capabilities
- Competitive pricing

## 5. The Bartech Group, Inc. (Bartech)

Web site: [www.bartechgroup.com](http://www.bartechgroup.com)

Established in 1977, Bartech is a professional services firm delivering

workforce solutions to global firms.

Managing more than 25,000 daily work assignments and approximately \$2 billion in annualized billings, Bartech helps large users of non-employee workers achieve greater quality, savings, and efficiency while minimizing the risks associated with the management of non-employee workers. Bartech maintains certification by the National Minority Supplier Development Council as a minority controlled business with corporate plus status.

Services:

Contingent workforce management: Unifying MSP staffing, IC, payroll, SOW and procurement services, Bartech has built a platform for managing high-volume professional staffing needs. Managed service provider (MSP) programs are powered by vendor management system (VMS) technologies with an emphasis on risk mitigation, efficiency, cost reduction, and quality.

Staff augmentation: Flexible resources and professional skills for high-volume professional contingent labor as well as targeted, low-volume staffing.

Business process outsourcing: Outsourced employees and contractors are moved to the Bartech payroll as we leverage industrial engineering optimization techniques, demographics, and the rationalization of compensation packages.

Consulting: Senior consultants are business partners who identify goals, analyze challenges, develop tactical plans and implement solutions for realizing major, measurable business enhancements.

Most important metrics:

- Contingent worker quality score
- Retention rate

- On-time fill percentage
- Short-listing effectiveness
- On-time order renewal
- M/WBE supplier spend
- Requisition coverage
- Initial response timing
- Cost savings
- Cost avoidance
- Onboarding compliance
- Financial/pricing compliance
- On-time project delivery
- Program service quality score
- Cycle timing by location/function

## 6. Guidant Group

Web site: [www.guidantgroup.com](http://www.guidantgroup.com)

Guidant Group has been providing innovative talent management solutions since 2000. As part of Impellam Group, a \$1.8 billion publicly traded global organization, Guidant Group delivers comprehensive workforce management solutions by understanding the needs of each client and building an integrated talent acquisition and management strategy to meet current and future workforce demands. Guidant Group solutions include design, process optimization, performance management, analytics and reporting, compliance management and audit, risk mitigation, program oversight, and cost management.

Services:

Managed service provider (MSP): Vendor neutral contingent staffing management services, proprietary e-volution VMS or other third-party technology, driving cost savings, visibility and business analytics.

Recruitment process outsourcing (RPO):

Guidant Group manages all or part of the recruiting and hiring process from requisition through onboarding.

Independent contractor compliance: A complete 1099 service, allowing clients to properly engage internally identified contract talent.

Payrolling (sourced): Onboarding and management of client identified talent.

Guidant Group becomes the employer of record and provides a positive and efficient experience for our clients and the identified talent.

Project-based services (statement of work): Effectively manage project-based and SOW engagements while gaining visibility, quality control and standardization.

Most important metrics:

- Customer, candidate, and vendor satisfaction
- Cost effectiveness
- Quality of service
- Compliance
- Diversity spend
- Supplier performance

## 7. Advantage xPO

Web site: [www.advantagexpo.com](http://www.advantagexpo.com)

Advantage xPO® is a division of Advantage Resourcing® and part of the 4th largest staffing firm in the world. Advantage xPO delivers best-in-class global solutions in recruitment process outsourcing (RPO) and managed service programs (MSP) to clients across a variety of industries.

Services:

- Deliver contingent workforce management solutions in master services provider (MSP), payroll and compliance, and independent contractor management.
- Deploy dedicated, on-site teams of professionals responsible for securing and managing contingent, short-term

and project-based staffing, while mitigating co-employment and worker classification risks.

- Manage the requisition, procurement, fulfillment, assignment, onboarding/offboarding processes, performance management, client invoicing, and auditing to ensure supplier and contractor rate compliance.
- Oversee all supplier relationships, including selection and on-boarding of suppliers across multiple geographies.
- Integrate with any vendor management system (VMS) technology.

Most important metrics:

- Candidate quality
- Fill rate
- Time-to-fill
- Time-to-contribution
- Assignment completion/longevity
- Identifying and mitigating risk
- Invoice timeliness/accuracy
- Hiring manager satisfaction
- Percentage of successful assignments completed to total positions filled
- Percentage of positions filled to number of candidates submitted
- Meeting on-boarding compliance requirements
- Client satisfaction
- Contract and audit compliance
- Diverse supplier spend
- Invoice/payroll accuracy
- Safety record

## 8. Kelly Outsourcing and Consulting Group (KellyOCG)

Web site: [www.kellyocg.com](http://www.kellyocg.com)

Kelly's Outsourcing and Consulting Group (KellyOCG) manages nearly \$3 billion in spend with a global footprint and expertise that began 16 years ago. KellyOCG, through our talent supply

chain expertise, ensures that our clients are ahead of the curve in the war for talent and have the highest caliber of talent available within the market. Our MSP offerings look at supply and demand factors by geography to assess the true state of the markets in which our clients' operate. This allows us to assess and recommend the optimal supply chain strategy to successfully deliver the workforce our clients' require to be competitive within their industry.

Services:

MSP solutions: supported by leading VMS technology providing managed service solutions integrating supplier and vendor management technology partners to optimize your contingent workforce spend.

Independent contractor solutions: deliver evaluation, classification, and risk management services enabling improved success with this critical talent pool.

Statement of work: Leveraging supply chain best practices to centralize and provide visibility for the oversight of service categories for complete, effective procure-to-pay compliance and cost control.

RFx management: Provide sourcing strategies and competitive bid solutions focusing on services categories.

Payroll process outsourcing: A cost-effective means to employing temporary workers that clients source on their own.

Most important metrics:

- Cost savings
- Supplier performance
- Turnover
- Quality of hire
- Contract compliance
- Safety programs

- Cycle time
- Hiring manager satisfaction
- Diversity spend
- Supplier engagement
- Rate card compliance

## 9. hyphen

Web site: [www.hyphen.com](http://www.hyphen.com)

hyphen's consultative recruitment methodologies align themselves to the individual needs of your business, irrespective of volume, budget or timescales. If your business requires a smarter solution than a standard recruitment agency can provide, look no further.

As an industry leader in the fields of RPO (recruitment process outsourcing) and MSP (managed service programs), our clients value our tailored solutions which take into account the unique culture and expectations of each organization. Whatever your requirement, our industry specialists and enviable resources allow us to recruit for any skill set, in any sector.

Services:

Recruitment outsourcing

- Outsourcing of recruitment across volume, permanent, and contract (RPO & MSP)
- Focus on reducing time to hire, improving candidate quality, and optimizing direct hiring over high cost agency channels.
- Management of leading-edge technology
- Supply chain management
- Recruitment communications and administration
- Development and implementation of our employed consultant model resulting in high retention and substantial cost savings across 20-plus clients

- Graduate programs
- Attraction strategies, including social media

Consulting services

- Our diverse range of consulting services are designed to complement all outsourced solutions; these can be utilized as stand alone offerings or can alternatively be integrated into any of our solutions.
- Recruitment lifecycle audits (both diagnosis and analysis), interview training, assessments, and recruitment technology reviews

Most important metrics: N/A

## 10. Agile 1

Web site: [www.agile-1.com](http://www.agile-1.com)

Agile 1 designs, implements and manages innovative talent procurement, supplier management, workforce consulting, and recruitment process outsourcing programs that comprise a total workforce solution for our clients.

Our suite of workforce solutions and proprietary technologies streamline processes by reducing employment liability, supporting business goals, and delivering results our clients truly value. With the global economy reshaping business objectives and creating employment challenges, Agile 1's approach to talent acquisition and workforce management is simple—we are one world, one workforce.

Services:

- Managed service programs (MSP)
- Recruitment process outsourcing (RPO)
- Blended MSP/RPO solutions
- ICC solutions
- SOW solutions

- Payrolling solutions
- Workforce technology solutions VMS & ATS (acceleration)
- Workforce consulting
- Alumni solutions

Most important metrics:

- Quality
- Cost savings and avoidance
- Diversity spend
- Requisition activity
- Supplier performance
- Program performance
- Order fulfillment
- On Time fulfillment
- Headcount
- Overtime
- Hiring manager satisfaction
- Spend trends/analysis
- Rate card compliance
- Assignment longevity/tenure
- Cycle times
- Turnover/attrition

## 11. Yoh

Web site: [yoh.com](http://yoh.com)

For over 70 years, Yoh has provided the talent needed for the jobs and projects critical to client success by delivering comprehensive workforce solutions that focus on aerospace and defense, engineering, government, healthcare, life sciences, information technology and telecommunications. Yoh fulfills immediate resource needs and delivers managed and outsourced solutions.

Founded in 1940, Yoh operates from 75 locations throughout North America and is headquartered in Philadelphia, PA. As a business unit of Day & Zimmermann, Yoh has a burgeoning global footprint, as our parent company operates from more than 150 worldwide locations.

Services:

Staffing services

- Contingent
- Contract-to-hire
- Direct

Managed and outsourced solutions

- Managed services provider (MSP)
- Payroll services
- Recruitment process outsourcing (RPO)
- Independent contractor compliance
- Statement of work (SOW)
- Vendor management system (VMS)

Federal services

- Information technology
- Cyber security
- Intelligence
- Security management
- Program management

Most important metrics:

- Customer satisfaction
- Time-to-hire
- Submittal ratios
- Vendor performance metrics
- Cost savings
- Turnover
- Invoice timeliness/accuracy

## 12. Hays Plc

Web site: [www.hays.com](http://www.hays.com)

Hays provides HR solutions that are proven to reduce costs and time to hire, safeguard against risk, and improve compliance for many of the world's leading organizations. Whether the requirement is for full recruitment process outsourcing (RPO), managed service (MSP), a blended model, or just a part of the process, Hays has the solution.

Last year our firm placed nearly 60,000 candidates into permanent

jobs and nearly 190,000 people into temporary assignments. Hays is also one of the leading suppliers of recruitment outsourcing solutions and contingent workforce management offering a formidable international resource, unsurpassed expertise and providing clients with a financially secure global partner.

We employ 7,620 staff operating from 255 offices in 31 countries across 20 specialisms.

Services:

- Recruitment process outsourcing (RPO)
- Managed services provider (MSP)
- Blended workforce solutions
- Talent capability benchmarking
- Talent acquisition
- Succession planning
- Workforce mobility
- Assessment and selection management
- Talent pooling
- Supply chain management
- Onboarding
- Career transition service

Managed and outsourced solutions

- Candidate quality
- Customer satisfaction
- Time-to-fill
- Fill-rate
- Candidate satisfaction
- Responsiveness
- Supply of insight and knowledge
- Invoicing accuracy/timeliness
- Compliance
- Cost savings
- Technological innovation

## 13. ZeroChaos

Web site: [www.zerochaos.com](http://www.zerochaos.com)

ZeroChaos gives our clients objective advice about how to manage their workforce strategy.

Our expertise and holistic suite of innovative solutions manages risk and creates cost savings and efficiencies in all elements of your workforce strategy, and our transparency proves it.

These solutions fall into four categories – private label solutions, workforce supply chain management, employer-of-record solutions, and regulatory solutions. We collaborate with our clients to tailor these solutions to their needs. They can be offered separately or as part of an overall program encompassing the entire workforce continuum.

Services:

- Managed Services Provider
- Vendor Management System
- Recruitment Process Outsourcing
- Employment Screening Solutions
- Independent Contractor Management
- Employer-of-Record services
- Private-label Solutions

Most important metrics:

- Candidate quality
- Productivity
- Cycle time
- Supplier performance
- Cost savings