

# 2010 Baker's Dozen Customer Satisfaction Ratings: Top Managed Service Programs



The rankings contained within the Baker's Dozen for Managed Service Programs and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified the top MSP providers. Our survey research team then asked providers to identify customers to be surveyed.

services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to score each provider having a statistically significant sample. For this survey, we received feedback from more than 60 verified customers. The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide a methodology, and we do not claim that our methodology is the only viable ratings program available; we do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of

**Company**

**URL**



**1 Advantage xPO**

[www.advantageresourcing.com](http://www.advantageresourcing.com)

Advantage xPO delivers talent acquisition and workforce management services to *Fortune* 500 companies around the globe. We manage global master service provider (MSP) programs for clients in the financial services, business services, and telecommunications sectors. Advantage xPO's solutions are customized to our clients' unique objectives and drive results that yield the greatest return on their talent investments.

**Clients:** N/A

**Services:** Advantage xPO delivers contingent workforce management solutions in master services provider (MSP), payroll and compliance, and independent contractor management. We deploy dedicated, on-site teams of professionals responsible for securing and managing contingent, short-term, and project-based staffing needs, while mitigating co-employment and worker classification risks. Advantage xPO manages the requisition, procurement, fulfillment, assignment, on-boarding/off-boarding processes, performance management, client invoicing, and auditing to ensure supplier and contractor rate compliance. As a technology-agnostic provider, Advantage xPO seamlessly integrates with any vendor management system (VMS) technology to support our clients' processes; we either provide our own software solution or leverage one of our VMS provider partnerships.

**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
- Ongoing financial impact, such as year-over-year cost savings (due to rate standardizations) and cost avoidance initiatives (resulting from no-fee hires)
- Client satisfaction with talent across all MSP programs and account management team



## 2 SourceRight Solutions

[www.sourcerightsolutions.com](http://www.sourcerightsolutions.com)

SourceRight Solutions manages outsourced talent acquisition functions whether for full-time, contingent, or contract staff. Building upon our 60-year heritage in recruitment and staffing innovations, our solutions provide the workforce insight needed to drive strategic talent decisions by leveraging embedded technologies, a scalable global service model, and the best recruitment talent in the industry today. SourceRight Solutions specializes in improving and managing workforce-related processes through a comprehensive spectrum of offerings that can be deployed singularly or in combination, and include employment process management, recruitment process outsourcing, professional contingent workforce services, and managed service provider programs.

**Clients:** AOL, Time Warner Cable, Siemens Corporation, and Vought Aircraft Industries, Inc.

**Services:** Employment process management, an integrated approach to managing flexible, alternative workforce strategies that implement the processes and best practices required to procure full-time and variable talent; vendor-neutral program, technologies underpin a dedicated program team to deliver operational excellence in talent procurement, and hybrid program, synthesizes vendor-neutral procurement efficiencies with a sole-supplier/sub-vendor delivery model.

### Most Important Metrics:

- MSP program cost savings
- Delivering complete visibility on all temporary talent spend
- Tracking performance goals on MWBE spend
- Talent quality levels and time to fill ratios
- Rate card and other government/corporate compliance standards
- Vendor quality performance requirements
- Ongoing client, hiring manager, and temporary talent satisfaction levels.



## 3 Adecco

[www.adeccosolutions.com](http://www.adeccosolutions.com)

The Adecco Group, based in Zurich, Switzerland, has more 29,000 FTE employees and more than 5,800 offices in over 60 countries and territories around the world. Adecco Group offers a wide variety of services, connecting more than 500,000 colleagues with over 100,000 clients every day. The services offered fall into the broad categories of temporary staffing, permanent placement, outsourcing, consulting, and outplacement. The Adecco Group is a *Fortune Global 500* company. Every day we provide our clients with the talent they need, and help solve the business challenges they face today—and will encounter tomorrow.

**Clients:** N/A

### Services:

- Contingent workforce management
- Workforce management solutions
- Global program management
- Operational reporting
- Advised analytics
- Risk/compliance management
- Vendor neutral approach
- Consolidated invoicing
- Rate/financial management
- Program management office (centralized and onsite)
- Supplier management (tiered approach and distribution rules)
- Technology management
- SOW/1099 management
- Multiple skill category management across multiple lines of business

### Most Important Metrics:

- Diversity category spend
- Supplier performance
- Program performance
- Order fulfillment
- On-Time fulfillment
- Hiring manager satisfaction
- Spend trends
- Rate card compliance
- Assignment longevity
- Cycle times
- Turnover/attrition
- Requisition activity
- Cost avoidance
- General headcount
- Overtime
- Contractor type—W2/payroll
- Quality
- Aging—Job posting/work order

## Company

## URL



### 4 Staff Management

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

Staff Management is a division of SeatonCorp, a leading provider of consultative managed staffing and recruiting programs for *Fortune* 500 and Global 2000 companies. Founded in 1988, Staff Management was an industry pioneer of vendor on premise (VOP) staffing. Today, Staff Management has evolved its revolutionary VOP platform to provide sustainable contingent workforce solutions across a growing global footprint and has become the leading managed service provider (MSP) with deep domain expertise supporting clients in the manufacturing and distribution segment.

**Clients:** N/A

#### Services:

Staff Management provides comprehensive managed service provider (MSP) and managed services solutions in addition to best-in-class vendor on-premise staffing on a temporary, temp-to-hire, and permanent placement basis. Staff Management solutions provide a proprietary precision recruitment process and software; a flexible workforce framework; world-class supplier management; a professional service team; client aligned technology with advanced scheduling capabilities; and a comprehensive risk and compliance management platform.

#### Most Important Metrics:

- Hard and soft cost savings
- Fill rate
- Time-to-fill
- Turnover
- Overtime
- Audit compliance
- Diverse supplier spend

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## 5 Allegis Group Services

[www.allegisgroup.com](http://www.allegisgroup.com)

Allegis Group Services provides three distinct service offerings—managed services provider (MSP), recruitment process outsourcing (RPO), and human capital consulting—that can be delivered individually or in combination to meet any workforce management need that a company may require. Each service is comprehensive and fully customizable to align with your goals for a world-class workforce that is built to lead your company into a successful future.

**Clients:** General Motors, Microsoft, Visa, Royal Bank of Canada, Reed Elsevier, and WellPoint

**Services:**

- Active cost management
- Quality and fulfillment
- Process optimization and automation
- Reporting analytics and performance management
- Compliance and risk management

**Most Important Metrics:**

- First time quality
- Failure to start
- Turnover
- Supplier compliance
- Bill rate management
- Speed (supplier cycle time)
- Submittal ratio



## 6 WorkforceLogic

[www.workforcelogic.com](http://www.workforcelogic.com)

WorkforceLogic delivers workforce management and risk mitigation solutions that provide companies of all sizes improved control over their contingent workforce program, including workforce planning, managing costs, tracking headcount, and reducing the risks associated with the utilization of contingent talent. Providing MSP, VMS, reporting and analytics, and worker classification compliance, our solutions fit the unique business needs of companies managing workforces in 60-plus countries.

**Clients:** NetApp, Cox Communications, Facebook, Yahoo!, Google, Clorox, and BNP Paribas

**Services:** MSP: supplier evaluation and management, process facilitation, candidate screening and background checks, security system integration, rate analysis, contract management and more. Reporting and analytics: Essential Intelligence, a reporting and analytics tool powered by IBM Cognos. VMS: WorkforceLogic Essential is a comprehensive solution that automates all contingent workforce management processes for temporary and statement of work engagements. Payroll: a payroll solution that includes employer of record services, on-boarding and off-boarding, orientation, benefits, and reporting. Compliance services: program analysis, vendor qualification and management, independent contractor compliance/management, and audit support.

**Most Important Metrics:**

- Where are variances of spend occurring
- Process flow bottlenecks (i.e. approvals are hanging up at a certain level in the hierarchy or a specific approver is not approving)



## 7 Manpower Business Solutions

[www.us.manpower.com/mbs](http://www.us.manpower.com/mbs)

Manpower Business Solutions is a dedicated business unit within the Manpower group of companies specializing in the delivery of proven workforce solutions worldwide. Through our Managed Service Programs, we help clients develop cohesive strategic plans and deploy contingent workforces with flexible, customized solutions that drive cost savings and process efficiencies. Our clients receive the direct benefits of Manpower's extensive global network, which includes operations in more than 80 countries and delivery of MSPs in over 50 countries.

Recently, Manpower announced it has entered into an agreement to acquire Comsys IT Partners. Comsys' MSP and RPO offerings, through TAPFIN, will operate under Manpower Business Solutions (see page 38 for further details).

**Clients:** N/A

## Company

## URL

### Services:

- Business analysis and strategy
- Model development
- Governance
- Program operations (order and assignment management, time cap-  
ture oversight and reconciliation, invoicing)
- Supplier management
- Reporting and metrics
- Continuous improvement

### Most Important Metrics:

- Time-to-fill
- Quality of worker

## 8 Hays



[www.hays.co.uk/resource-management](http://www.hays.co.uk/resource-management)

Hays plc is a global specialist recruiting group delivering recruitment services for qualified, professional and skilled people worldwide. The market leader in the U.K. and Australia and one of the market leaders in Continental Europe, it operates across the private and public sectors, dealing in permanent positions, contract roles, and temporary assignments. The company employs 6,933 staff operating from 345 offices in 28 countries across 17 specializations. For the year ended June 30, 2009, the company had: revenues of £2.4 billion, net fees of £670.8 million, and operating profit of £158 million; placed around 50,000 candidates into permanent jobs and around 270,000 people into temporary assignments; and the temporary placement business represented 56 percent of net fees and the permanent placement business represented 44 percent of net fees.

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**Clients:** RBS Global Markets, UBS, Merrill Lynch, Standard Bank, BT, Virgin Media, JP Morgan, and London Borough of Camden.

**Services:** Providing total resourcing expertise to a diverse client base, with the support of a specialist recruiting business. Collaboration is key; working with our clients to develop their resource strategy to meet their business objectives including mitigating risk, reducing spend, and establishing and improving market position. From master vendor models to direct sourcing, internal recruitment to community and regeneration programs, Hays manages all talent streams including permanent, temporary, interns, graduates, contractors, and consultants.

**Most Important Metrics:**

- Cost containment and reduction
- Risk reduction
- Transparency
- Quality of candidates



## 9 Guidant Group

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

Guidant Group is a management services provider (MSP) dedicated to eliminating inefficiency in sourcing and managing contingent labor. We service a broad client base in all major industries. Guidant Group excels in providing both hard and soft cost savings through spend containment and visibility, improvement in management control, and process efficiency. Guidant Group is a third-party manager of contract staffing, not a staffing provider. We bring value by managing and administering our clients' contingent workforce. Guidant Group coordinates hiring logistics, performs quality monitoring of worker and suppliers, and provides real-time information about the process under a single, enterprise program to obtain the right resources, at the right time, and at the best rate. Our core competency is centered on process excellence.

**Clients:** FPL, Duke, Pitney Bowes, and University of Southern California

**Services:** Guidant Group provides managed services to administer clients' contingent workers, 1099s, independent contractors, and project-based work. We accomplish this with a blend of high-touch, process excellence and the application of best-of-breed vendor management software. Guidant Group is also able to offer consulting to help organizations understand the current state of managing the non-FTE workforce, offer a gap analysis against best practices, and implement the solutions that will move the organization to best practices.

**Most Important Metrics:**

- Cost savings
- Customer satisfaction
- Percentage of assignments completed successfully
- Time to fill
- Vendor satisfaction



## 10 Agile 1

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

As the consultative flagship for the ACT•1 Group, Agile•1 combines innovative labor acquisition and management programs with a suite of Web-based tools to create global workforce solutions. At Agile•1, technology complements contingent and direct-hire processes. With more than 40 years experience serving *Fortune* 1000 customers and public sector agencies across diverse business landscapes, and with 2,000 distinguished supplier partners worldwide, Agile•1 is a leading provider of acquisition, management, technology, and consultative solutions for your entire workforce.

**Clients:** N/A

**Services:**

- Managed services programs (MSP)
- Recruitment process solutions (RPS)
- Workforce consulting services (WCS)
- Corporate alumni programs
- Professional payrolling services (PPS)
- Vendor management system (VMS)
- Applicant tracking system (ATS)
- Project resource management (PRM)
- Independent contractor compliance

Company

URL

Most Important Metrics:

- Time to fill (cycle time)
- Cost of hire
- Cost savings
- Supplier performance
- Spend analysis
- System availability and uptime
- Rate card effectiveness
- Fill rate ratios



11 CDI Corp, Talent Management Division

[www.cdi-tm.com](http://www.cdi-tm.com)

Publicly traded, CDI has approximately 10,400 employees throughout its more than 1,000 offices worldwide. In 2008, the company saw \$1.12 billion in revenue.

Clients: Siemens, Teradyne, and URS

Services:

- Professional staffing services (engineering, IT, design/drafting, mfg/LI)
- Vendor management services
- Payrolling services
- Project design and engineering services
- Direct hire services
- Outplacement services
- Documented cost savings programs
- 1099 compliance services
- Exempt/non-exempt employee classification services
- Job classification and job requisition services
- Supplier market rationalization services
- Web-enabled ad-hoc reporting

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**Most Important Metrics:**

- Time-to-hire
- Time-to-submit
- Time-to-fill
- Overall performance metrics—supplier scorecard
- Cost savings and exception reporting metrics



## 12 Tapfin

[www.tapfin.com](http://www.tapfin.com)

TAPFIN Process Solutions, a division of COMSYS, is a leading business process outsourcing provider of end-to-end human capital fulfillment and management solutions. Drawing on experienced delivery teams, industry best practices and innovative technology, TAPFIN provides streamlined and transparent workforce solutions that enable optimization of the fulfillment and management of the direct and contingent workforce. TAPFIN's suite of solutions includes contingent labor management services, recruitment process outsourcing, services procurement management (management of SOW spend), and direct sourcing solutions that can be tailored to companies of varied sizes and industry focus.

**Clients:** Cisco, State of Wisconsin, and First American ISC.

**Services:** Vendor management: vendor optimization, strategic sourcing strategies, vendor administration, compliance management, and performance management. Business analytics and reporting: compliance, cost savings, financial management, performance management, and diversity spend. Contractor management: job requisition management, candidate evaluation, compliance tracking, on-/off-boarding, and issue resolution. Timekeeping and invoicing: time and expense collection and approval, payment processing, and consolidated invoicing (automated, paperless).

Services procurement management: similar services managing entire procurement lifecycle of project-based engagements, including RFX process, award management, vendor optimization and management, negotiation, pricing rationalization, SOW delivery and milestone validation, tracking and benchmarking, and performance management.

**Most Important Metrics:**

- Response time to open job req
- Time-to-fill
- Cost savings metrics (actual percent saved via VMS/MSP program)
- Hiring manager and supplier satisfaction
- VMS system availability

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## 13 Volt Consulting

[www.voltmsp.com](http://www.voltmsp.com)

Volt Consulting - Managed Service Programs is a business unit of Volt Information Sciences, Inc., providing services and solutions to streamline and manage procurement of temporary staffing, project services, consultants, and other human capital. Volt Consulting MSP improves efficiencies throughout the entire procurement lifecycle, including supplier management, sourcing, spend management, invoicing, reconciliation, and payment for enterprise clients. Volt Consulting MSP offers sophisticated human capital supply chain management outsourcing services, liberating clients' human resources and procurement professionals from the intensive tasks surrounding contingent workforce management, so they can focus on core business processes.

**Clients:** N/A

**Services:** Business intelligence: industry leading analytics to help clients make truly informed business decisions. Program management: expertise of dedicated on-site and off-site resources who help drive program growth and success. Implementation: seasoned veterans trained in project management institute methodologies to ensure programs launch without a hitch. Business process improvement: regular program assessments through our dedicated business process improvement (BPI) group and find opportunities for boosting efficiencies. Supplier management: assessment, onboarding, and mentoring of clients' supplier base, improving the quality of workers, and reducing time-to-hire. Billing: provides accuracy, security, and support all while lowering AP/AR costs

**Most Important Metrics:**

- Savings
- Fill time
- Qualified candidates

### Quality of Service Leaders

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Ranking
Advantage xPO	13.71	4.57	67.98	159.67
SourceRight Solutions	13.30	5.07	67.15	157.86
Adecco	12.46	4.68	67.11	156.66
Workforce Logic	9.17	4.17	65.50	149.63
Allegis Group Services	14.25	5.00	63.58	151.27
Hays	11.00	4.70	63.13	146.85
Staff Management	14.75	7.38	62.90	152.00
Manpower	12.75	4.84	62.50	147.39
Guidant Group	11.80	4.80	61.50	144.31
CDI	10.27	4.00	59.45	137.93
Agile 1	13.10	4.13	58.95	139.79
Tapfin	11.50	4.88	55.31	131.07
Volt Consulting	14.00	5.00	51.20	125.02