

1. Alexander Mann Solutions (AMS)

No. of hires in 2010: 62,000

Web site: www.alexandermannsolutions.com

Alexander Mann Solutions (AMS) builds talent and resourcing capability for leading organizations across the globe. As a trusted advisor, we deliver a range of measurable solutions through integrated outsourcing and consultancy services. AMS launched RPO in the European market in 1996, and what followed was a step change in the professionalism of the recruitment industry. We listened to the market and have never stopped delivering innovative solutions. By early last decade we had rapidly grown and were deploying solutions for a wide range of organizations across Europe, Asia Pacific, and the Americas. Our global clients now cover a wide range of industry sectors, including defense, engineering and energy, financial services, professional services, information technology and telecommunications, investment banking, public sector and utilities, pharmaceutical, and healthcare.

Clients: 3i, Atos, Aviva, BAE Systems, Barclays, Capgemini, Citi, Covidien, Credit Suisse, CSL, Deloitte, Freshfields, GE Capital, Geoservices, Heineken UK, Jones Lang LaSalle, MedImmune, Microsoft, Molson Coors, Novartis, Micron-Numonyx, RS Components, Royal & Sun Alliance, Santander, Sainsbury's, Vodafone, Xchanging, and Zurich.

Services:

- RPO:
 - Automation
 - Branding and sourcing
 - Assessment and selection
 - Scale
 - Wage arbitrage

- Contingent Workforce Sourcing and Management
- Resourcing Augmentation
- Professional services

Most important metrics:

- Efficiency: reducing poor quality candidates, moving candidates through process, and reducing costs.
- Effectiveness: improved quality of hire, brand perception, and talent retention.

2. SourceRight Solutions

No. of hires in 2010: More than 65,000

Web site: www.sourceright.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.

The SourceRight Solutions network includes more than 900 locations across the globe. Through WorldSource, our global alliance with Hays plc, SourceRight clients have access to 4,500 recruiters across 29 countries, delivering specialized recruitment offerings and candidate outreach strategies tailored to each industry, region, country, and culture.

Clients: Alaska Airlines, AT&T, Inc., Aviva, Bristol-Myers Squibb, Conway Freight, Honeywell International Inc., Linde North America, Inc., MetLife, Inc., Open Text Corporation, Policy Studies, Inc., Siemens Corporation, TimeWarner Cable, Inc., United Airlines, Inc., Triumph

Aerostructures-Vought Aircraft Division, Inc., W.W. Grainger, and Yodlee, Inc.

Services:

- Enterprise RPO
- Selective RPO
- Project RPO
- RPO One
- Recruiter-on-Demand
- Blended workforce management
- Managed service provider programs
- Contingent workforce solutions

Most important metrics:

- Customer satisfaction
- Hiring manager satisfaction
- Candidate satisfaction
- Client retention
- Client-specific SLA attainment scores
- Candidate quality
- Time-to-fill
- Cost-per-hire
- Offer-to-acceptance
- Forecast vs. actual (e.g. budget, positions)
- Diversity slate of candidate pool / regulatory compliance scores
- Recruiter productivity
- Requisition/position status
- Employee retention

3. PeopleScout

No. of hires in 2010: 220,000

Web site: www.peoplescout.com

PeopleScout is a leading provider of RPO services aimed at helping companies with their exempt and non-exempt hiring needs. The firm's suite of services includes RPO, employment branding, on-boarding, and employee retention. Industries served include airline, financial services, telecommunications, retail, utilities, pharmaceutical, manufacturing, and

transportation. PeopleScout has managed the recruitment efforts of companies on six continents and in more 30 countries and has helped more than 40 Fortune 1000 companies.

Clients: N/A

Services:

- Proprietary ATS technology
- Employment brand development
- Advertising
- Sourcing
- Screening
- Interview scheduling
- On-site assistance
- Offer administration
- On-boarding coordination
- Requisition management
- Pre-Employment verifications
- Workforce planning
- Employee retention services
- Contract recruiter services
- Contingent staffing
- Payrolling services
- Managed service provider services

Most important metrics:

- Time to fill
- Fill rate
- Candidate quality
- Candidate diversity
- 90-day attrition

4. Adecco RPO

No. of hires in 2010: 60,000

Web site: www.adecco-rpo.com

As an HR services and workforce solutions company, Adecco does business with 46 of the top 50 companies, and all of the top 20 companies on the Fortune 500 list. Registered

in Switzerland, Adecco has presence in more than 60 countries and territories around the world, and approximately 31,000 colleagues, including a multinational RPO senior management team with expertise in markets spanning the globe. Adecco RPO leads the recruitment process outsourcing industry in terms of scale, size, flexibility, customer service, and customer satisfaction according to Datamonitor.

Clients: N/A

Services:

- Requisition management
- Sourcing
- Screening
- Interview scheduling
- Offer processes
- On-boarding processes
- Reporting and metrics for recruitment operations
- Workforce planning support
- Staffing department
- Budgeting support
- Brand management
- Advertising strategy development
- Contingent staffing
- Vendor management

Most important metrics:

- Time to source
- Time to start
- Offer/close ratio
- Interview/offer ratio
- Quality of hire
- Candidate satisfaction
- Cost per hire
- Recruiting cost ratio
- Manager satisfaction
- First-year turnover
- Recruiter funnel ratio

5. Kenexa

No. of hires in 2010: 50,000

Web site: www.kenexa.com/rpo

As one of the largest global RPO providers, Kenexa® has more than 23 years of experience providing recruitment services for some of the largest companies in the world. Our expertise in recruiting, diversity in working with numerous job families, and use of employee research to study human behavior in the workplace allows us to deliver a higher quality of hire faster than anyone in the human capital management industry. We place tens of thousands of candidates every year in nearly 50 countries and in more than 27 languages. With operations located around the globe, we use technology and human ability to reach hard-to-find candidates and deliver them to recruiters. This division of resources allows recruiters to spend valuable time creating relationships with candidates, leading to high quality employees.

Clients: BP, Apollo, Goodrich, Verizon, Regeneron, UnitedHealth Group, Whirlpool, US Navy, Case NewHolland, Corning, Air Products, and Parexel.

Services:

- End-to-end recruitment outsourcing
- Employment branding
- Recruitment marketing
- Employee assessments
- Recruitment technology/applicant tracking systems
- On-boarding
- Talent pooling via global database
- Sourcing technology
- Project recruitment
- Specialized RPO for contact centers

Most important metrics:

- Quality of hire
- Time to fill
- Quality of candidate slate
- Submit to interview rate
- Interview to offer rate
- Offer acceptance rate
- Diversity of candidate slate
- Hiring manager satisfaction
- Candidate satisfaction

6. Allegis Talent2

No. of hires in 2010: 45,000

Web site: www.allegistalent2.com

Allegis Talent2 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 to every engagement.

Clients: N/A

Services:

- 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
- Consulting

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
- Advertising spend
- Employee retention
- Employee engagement

7. The RightThing

No. of hires in 2010: 190,000

Web site: www.rightthinginc.com

The RightThing offers innovative, scalable solutions that help clients find, recruit, hire, and retain top talent. Dedicated to recruitment leadership, technology, and outsourcing, The RightThing provides recruiting solutions to small, medium, and large organizations. The RightThing is also parent company to AIRS, a provider of recruitment training.

Clients: ABB, AstraZeneca, Boehringer Ingelheim, Chubb Group of Insurance Companies, CIGNA, Cooper Tire & Rubber Company, Goodyear Tire & Rubber Company, Hallmark, Kellogg's, MedImmune, NCR, Owens Corning, Pepsi Beverage Company, RSC Equipment Rental, Spirit Aero Systems, and WellPoint.

Services:

- Recruitment process outsourcing

- RightThingRecruit technology™
- AIRS training
- AIRS SourcePoint technology
- Transitions outplacement services

Most important metrics:

- Requisition status
- Cycle time
- Diversity hiring
- Hiring manager and candidate satisfaction rates
- Quality of hire

8. Kelly Outsourcing and Consulting Group (KellyOCG)

No. of hires in 2010: More than 30,000

Web site: www.kellyocg.com

Kelly Outsourcing & Consulting Group's (KellyOCG) RPO practice is a global leader in managing enterprise-wide talent acquisition process, sourcing, and recruitment solutions. Since 1995, we have delivered best-in-class talent acquisition processes and services with a proven record of success through our experience in advanced sourcing techniques, LEAN methodologies and recruitment process design and management. One hundred percent of our global business capabilities are dedicated to RPO, with more 500 recruitment professionals across 43 sites nationwide and in more than 20 countries. We provide recruitment solutions for clients ranging from 75 to more than 7,000 annual hires.

Clients: General Electric, Nike, Hugo Boss, Hershey, and Weatherford.

Services:

- Requisition development with hiring management
- Sourcing

- Screening
- Interview scheduling
- Requisition management
- Offer processes management
- On-boarding
- Reporting and metrics
- Workforce planning support
- Employment brand development
- Advertising budget and strategy development
- Advertisement creation and placement
- LEAN consulting
- Total workforce solutions

Most important metrics:

- Time to offer/hire
- Cost per hire
- Profitability measure
- Client fee per hire
- Return on investment
- Satisfaction surveys
- Applicant diversity
- Source of qualified applicant
- Source of hire
- Defect reduction (with Lean Workout)
- Open requisition aging
- Agency usage
- Agency avoidance

9. Pinstripe

No. of hires in 2010: 54,537

Web site: www.pinstripetalent.com

Pinstripe designs and delivers high-performing HR and talent acquisition solutions through end-to-end RPO partnerships that integrate HR strategy development, employment branding, sourcing, screening, recruiting, hiring, on-boarding, and employee engagement. We handle every candidate interaction—sourcing, acquiring, hiring and engaging

new hires—as if we are direct employees of your organization. We become brand stewards to preserve and reinforce your brand identity. Our value proposition has helped clients realize a reduction in hiring costs by as much as 40 percent, reduce vacancy rates, improve hiring cycle times, mitigate high turnover, and hire quality candidates at market-competitive rates.

Clients: Agilent Technologies, Carondelet Health System, Citi, Kodak, Johns Manville, Phoebe Putney Memorial Hospital & Health System, Princeton Healthcare System, Rayonier, Reynolds American International, SSM Healthcare and VWR.

Services:

- Workforce planning
- Requisition management
- Sourcing
- Screening
- Recruiting
- Selection
- Logistics and administration
- Offer process
- On-boarding
- Process reengineering
- Strategic advisory services
- Social media services
- Off-boarding
- Talent management

Most important metrics:

- Cost to hire
- Hiring manager and candidate satisfaction
- Diversity of candidate pool
- Cycle times
- Candidate acceptance ratio
- Interview to offer ratio
- Quality of hire
- Engagement and retention
- Recruitment marketing spend
- Program savings and ROI

10. Futurestep, A Korn Ferry Company

No. of hires in 2010: 9,000 to 10,000

Web site: www.futurestep.com

Futurestep is a global provider of high-impact recruitment solutions, helping clients discover, deliver, and measure the talent that drives business success. Services offered include RPO and project recruitment, single search and consulting. Key strengths include proven expertise, proprietary competency models, innovative sourcing strategies, a focus on client business priorities, and a unique approach to measure and optimise the business impact of solutions provided. The company's global recruitment process leverages best-in-class technology, including tools designed by parent company Korn/Ferry, and the company's footprint extends across all regions, delivering scalability, critical sourcing capability and a global technology infrastructure for clients around the world.

Clients: N/A

Services:

- End-to-end RPO
- Project-based RPO
- Talent acquisition consulting
- Mid-level recruitment

Most important metrics:

- Quality of candidates
- Retention rate
- Manager satisfaction
- Candidate satisfaction
- Performance of new hires
- Time to offer
- Cost per hire
- Agency spend
- Time to fill

11. Aon Hewitt

No. of hires in 2010: More than 65,000

Web site: www.aon.com/rpo

Aon Hewitt partners with organizations to build strategic, scalable talent acquisition solutions. On behalf of our clients, our more than 500 dedicated recruitment professionals annually fill more than 65,000 positions end-to-end and help clients with an additional 100,000+ hires through recruitment administration and technology support services. We assess more than 10 million candidates annually across five continents and 16 languages through our proprietary pre-employment assessments and platform. Our approach combines experts in candidate sourcing, operations, and technology with dedicated recruitment teams ensuring candidates and hiring managers have exceptional hiring experiences. We leverage our proven infrastructure, enabling clients to expand recruitment programs globally. As a result, clients acquire world-class talent and long lasting competitive advantage in their markets.

Clients: Bank of Montreal Financial Group, Lockheed Martin/Transportation Security Administration, Verizon, United Rentals, and CVS Caremark.

Services:

- Recruitment strategy
- Employment branding and social media strategy
- Requisition management
- Candidate assessment and selection
- Interview process management
- Offer process management

- On-boarding
- Recruitment technology procurement and management
- Applicant tracking and reporting

Most important metrics:

- Cycle time to fill
- Diversity
- New hire quality
- Hiring manager satisfaction
- New hire satisfaction

12. Hudson RPO

No. of hires in 2010: 10,274

Web site: www.hudsonrpo.com

Hudson RPO manages the people, processes, and technology associated with recruitment on a fully outsourced or project basis. The provider designs, implements, and manages custom recruitment process outsourcing programs for permanent and contingent professional-level roles for mid- to large-cap multi-national companies.

Clients: N/A

Services:

- End-to-end RPO:
 - Recruitment forecasting
 - Employment branding
 - Sourcing
 - Vendor management
 - Assessment
 - Placement
 - On-boarding
- Contingent workforce solutions
- Consulting

Most important metrics:

- Cost-per-hire

- Quality of hire (hiring manager survey)
- Quality of recruiter support (hiring manager survey)
- Time-to-fill
- Time-to-shortlist
- Recruiter requisition load
- Candidates submitted to candidates hired ratios
- Hiring manager responsiveness

13. Ochre House

No. of hires in 2010: 6,000

Web site: www.ochrehouse.com

Ochre House is the leading international partner for strategic talent management and RPO.

Clients: Bupa, Somerfield, Steria, SAS, Telefonica O2, Agilent Technologies, Merck Serono, Thomson Local, United Biscuits, Kimberley-Clark, AB In-Bev, and Juniper Networks.

Services:

- RPO
- Resource management
- Talent management
- HR consulting
- Executive search outsourcing

Most important metrics:

- Time to hire
- Quality of hire
- Candidate and hiring manager satisfaction
- Attrition/retention
- Source of hire (increase in direct hires/passive or active)
- Talent pipeline (number of qualified candidates against business critical roles)