

2015 Baker's Dozen Customer Satisfaction Ratings: Managed Service Programs

We rank the top providers based on customer satisfaction surveys.

By The Editors

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 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* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 13 responses from 10 companies, and we received feedback from more than 250 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 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.

We hope this ranking provides you some insight into your next RPF process.

1. Pontoon

Website: www.pontoonsolutions.com

Pontoon is a market leader in global talent management that provides a competitive advantage through people. Along with unrivaled access to data and workforce intelligence, Pontoon delivers global workforce solutions that reduce risk, increase quality and improve visibility and forecasting—while also reducing cost. Headquartered in Jacksonville, FL, USA and with office locations globally, Pontoon is a wholly owned Adecco company. Pontoon delivers outsourcing solutions in the areas of contingent labor, SOW management as well as employee recruiting and placement in over 70 countries for nearly 100 clients, a global footprint that is broader and deeper than the industry has experienced to date.

Services:

MSP:

Process Optimization

- Automation of processes
- Back office process management
- Recruitment process review
- Performance metrics

Client Relationship Management

- Execution of client strategy
- Stakeholder engagement
- Resource planning and talent advisory
- Talent lifecycle management
- Value add consulting

Supply Chain Optimization

- Supply chain diagnostics
- Supplier community design and execution
- Supplier advocacy and mentorship
- Supplier diversity

Compliance and Risk Management

- Employment legislation and regulations
- Adherence to country tax guidelines
- Risk mitigation for effective workforce utilization
- HR classification/co-employment

Business Intelligence

- Global standardization of reporting and analytics
- Market intelligence
- Trending and strategic insight
- Demand planning
- Candidate and manager satisfaction

Cost Management

- Productivity improvements
- Financial management
- Pay and margin compliance
- Alternative talent delivery models

Qualification and management of independent contractors

Statement of Work (SOW) MSP services

Outsource workers (or identity management)

Direct sourcing

Consulting services

RPO:

- Organizational and staff planning
- Recruitment and sourcing
- Candidate management
- Recruitment administration
- Recruitment strategy
- Candidate screening
- Offer management
- College recruitment
- Employment branding
- Assessment and interviewing
- New hire on-boarding
- Business analytics, compliance and reporting
- Supply and demand planning
- Interview logistics
- Internal mobility
- Vendor management
- Vacancy management
- Implementation and consulting services
- Employee referral programs
- Continuous improvement programs
- Research
- International and remote location sourcing
- Background investigation and reference checking
- Retention improvement strategies
- Requisition management
- Benchmarking
- Pre-employment exams and drug screening
- Social media consulting

2. Guidant Group, Inc.

Website: www.guidantgroup.com

With more than a decade of workforce consultation, design and management experience, Guidant Group is an industry leader in delivering contingent workforce and recruitment process outsourcing solutions. We have extensive experience working with the world's leading global organizations to deliver the talent they need to grow their businesses. We pride ourselves on the high levels of personal service that we deliver to each and every customer and on our open and transparent approach, which underpins everything we do. Our priority is to simplify complex recruitment processes, saving clients time and money and enabling them to focus on running their businesses.

Our solutions include bespoke design, process optimization, supplier and performance management, program management, analytics and reporting, compliance management, risk mitigation, cost management and strategic program optimization.

Guidant Group and its parent company Impellam Group plc provide services in the UK, North America, Asia Pacific and mainland Europe.

Services:

- **Managed services provider (MSP):** Vendor neutral: requisitions are filled by a community of staffing suppliers that we contract with and manage for our client; hybrid or blended: our staffing supply chain includes preferred vendors (tier 1) and non-preferred vendors (tier 2); master vendor: all requisitions are received and predominantly fulfilled through an Impellam Group company.
- **Recruitment process outsourcing (RPO):** assumes ownership of the design and management of all or defined segments of the recruitment process using one of four basic RPO program models: end-to-end, selective, project-based or recruiter-on-request.
- **Payrolling:** responsible for all employer-related activities, including on-boarding and management for client-identified, pre-identified or transitioning talent.

- **Independent contractor compliance (ICC):** consulting and management services for 1099 engagements that offer process analysis/recommendation, risk assessments and contractor vetting, management and audit.
- **Statement of work (SOW):** Evaluating historical SOW labor usage by location and department and managing project-based/statement of work engagements ranging from single site engagements to a group of significant size deployed across multiple locations.

Most important metrics:

- Quality of service
- Compliance
- Customer, candidate, and vendor satisfaction
- Cost effectiveness

3. Staff Management | SMX

Website: www.staffmanagement.com

Staff Management | SMX, a TrueBlue company, is a recognized leader in comprehensive workforce management solutions that make acquisition of top talent the number one goal. Our solutions align talent needs with business objectives to drive return on investment across the entire talent supply chain. Our innovative inside-out approach, commitment to continuous improvement, and award-winning business model put our clients at the center of everything we do. Staff Management | SMX is one of the Staffing Industry Analysts' Global 100. The company has been ranked a top managed service provider worldwide by buyers on *HRO Today's* Baker's Dozen for managed service programs since 2010 and its StaffTrack software won a 2015 TekTonic Award for innovation in HR technology. Staff Management | SMX has been a charter member in the U.S. Immigration and Customs Enforcement IMAGE Program since 2006 and holds Workers' Compensation Risk Certification.

Services:

- **Outsourced workforce management:** SOW, managed and outsourced services procurement; master, hybrid and neutral models; on- and off-site support; leading 3rd party VMS and proprietary WVMS platforms; VMS and WVMS configuration and administration; direct hire programs; end-user, supplier and workforce training; workforce scheduling, performance and audit management; risk and compliance management; enterprise wide reporting and business analytics; and comprehensive program governance.
- **Managed service provider:** end-to-end supplier strategy, sourcing and management; diversity supplier program management; workforce planning and optimization; precision recruitment, sourcing and media buying; job sharing framework and technology; worker classification support and payroll management; independent contractor (1099) administration; employment eligibility verification; consolidated invoicing; rate intelligence and workforce planning; and service level agreement management and attainment.

Most important metrics:

- Hard and soft cost savings
- Order fulfillment
- On-time fulfillment
- Quality of worker/hire
- Turnover/attrition
- Assignment tenure
- Cost per hire
- Overtime
- Supplier performance
- Diverse supplier spend
- Hiring manager and supplier satisfaction
- Contract and audit compliance
- Safety record
- Productivity
- Invoice/payroll accuracy

4. Agile•1

Website: www.agile-1.com

Agile-1's consultative approach solves workforce challenges for our customers by delivering cost savings, risk mitigation, vendor management, employment alternatives, industry best practices, and access to the best talent. Combining innovative talent procurement technologies with experienced professionals and a robust suite of total workforce solutions, we maximize the value of our customer's workforce, decreasing liability and overhead associated with human capital management. Agile-1 manages the complexities of today's global workforce by streamlining all components of contingent and direct labor.

Services:

- Managed service programs (MSP)
- Recruitment process outsourcing (RPO)
- Blended MSP/RPO solutions
- ICC solutions
- SOW solutions
- Payrolling solutions
- Workforce technology solutions VMS and ATS (acceleration)
- Alumni solutions
- Supplier relationship management technology
- 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
- Contractor classification: ICC, SOW, W-2 /payroll

Most important metrics:

- Quality
- Cost savings and cost avoidance
- Diversity spend

5. Bartech

Website: www.bartechgroup.com

Bartech provides integrated workforce and staffing solutions to Global 1000 firms. Through innovation and client-focused excellence, Bartech assists clients improve their market position by optimizing talent acquisition and retention strategies, providing leading-edge workforce management tools and analytics, and ensuring safeguards against operational risks. Having built a global, scalable talent acquisition platform for managing high-volume professional staffing needs, Bartech recruits top talent and delivers strategic managed service provider (MSP) programs that are powered by world-class vendor management system (VMS) technologies. With almost four decades of experience, Bartech continues to receive top industry recognition for its solutions.

Services:

- Managed services provider (MSP)
- Managing vendor solutions
- Statement of work (SOW) management
- Staff augmentation
- High-volume, MSP/VMS staffing
- Traditional staff augmentation
- Alternative recruiting solutions
- Private label sourcing
- Bulk direct-hire
- Business process outsourcing (BPO)
- Recruitment process outsourcing (RPO)
- Consulting
- Independent contractor services (ICS)
- Identification management
- Employment screening solutions

Most important metrics:

- Cost savings
- Customer satisfaction
- Placement timing (time to fill)
- Rate management
- Retention rate
- 1st pass yield
- Diversity spend
- Helpdesk issue resolution
- Initial placement quality
- Invoice accuracy
- On-Time order renewal/ extension
- Shortlisting effectiveness
- Submittal to interview to hire ratio
- Report accuracy
- Report on time delivery

6. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses. We focus on understanding client's challenges, opportunities, strategic thinking and future planning, then shape and deliver solutions to meet their unique needs.

Services:

Managed services provider:

- Contingent workforce solutions - services procurement management (SOW)
- IC
- Payroll management

Recruitment process outsourcing:

- Permanent workforce solutions
- Full life cycle recruitment support
- Internal candidate management

Integrated talent solution:

- Holistic approach to managing talent across your enterprise

Advisory services/Talent attraction strategy development:

- Human capital consulting
- Workforce optimization
- Business analytics

Most important metrics:

- Manager satisfaction
- Bill rate management
- Time-to-fill
- First time quality
- Successful placement
- Offer acceptance rate
- Interview-to-hire rate
- Issue resolution
- Cost savings
- Supply chain readiness

7. Randstad Sourceright

Website: www.randstadsourceright.com

As a talent partner helping companies face complex challenges, Randstad Sourceright provides the global resources, expertise, capability, and vision to drive business results. Through our solutions, organizations are achieving impact through all facets of talent acquisition and management, including traditional employees and the contingent, free agent workforce. But as times change, our clients are looking for more than solutions. They look to us as a strategic talent advisor with the knowledge and capability to keep them ahead and we are committed to that vision.

Services:

- All of our solutions, including recruitment process outsourcing (RPO), managed services programs (MSP), payrolling and independent contractor solutions (PICS), and blended workforce solutions are designed to deliver:
- Strategic capability and quantifiable business impact
- Deep expertise and astute market insight
- Global best practices powered by local experts

Most important metrics:

Candidate quality: resume vs. job description; interviews to offers; offers to acceptance/start; candidate performance; turnover; negative turnover

Supplier quality: initial response to new requisition; candidates vs. interviews; time reporting; screening requirements adherence; on/offboarding process compliance; supplier safety performance; training; diversity; subcontractors; rate strategy compliance; response time; geographic coverage

8. Yoh

Website: yoh.com

Yoh is all about delivery. Talent, managed services (MSP) or recruitment process outsourcing (RPO) and so much more. We deliver immediate critical talent search, managed or outsourced solutions that match the best with the best and leave the rest to the rest. Whether it's finding top talent, managing a complex contingent labor program or developing recruiting solutions to get you the talent you need the most, Yoh is a go. Ready, willing and more than able to do whatever it takes to take you in a single direction: forward. Using the strength of our vast network of resources to dig deeper, faster, helping you uncover just what you're looking for, Yoh is out in front, standing behind you, utilizing our wide array of constantly evolving processes, tools and data to present you with insight and talent that prepares you for tomorrow, today.

At Yoh, we'll help you navigate and fulfill your talent demands and comprehensive workforce solutions focusing on aerospace and defense, engineering, government, healthcare, life sciences, information technology and telecommunications. Securing the right talent pipelines? We've got that covered! Yoh fulfills immediate resource needs and delivers managed and outsourced solutions. Start leveraging our deep industry expertise today.

Services:

- *Staffing services:* contingent; contract-to-hire; and direct.
- *Managed and outsourced solutions:* managed services provider (MSP); payroll management; recruitment process outsourcing (RPO); independent contractor compliance; statement of work (SOW); and vendor management system (VMS).
- *Federal services:* information technology; cyber security; intelligence; security management and program management.

Most important metrics:

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

9. Superior Group

Website: www.superiorgroup.com

Founded in 1957, Superior is a premier provider of workforce solutions and outsourcing around the globe. Trusted by many Fortune 500 companies, our talent acquisition services are nuanced and thorough, and our management solutions provide maximum efficiency via proprietary technology. Headquartered in the United States, with offices in Argentina, Belgium, Canada, China, Germany, India, Slovakia and the United Kingdom, our company is a proven partner for businesses that believe in setting goals, if only so they can go beyond them.

Services:

- Managed service programs
- Vendor management system
- Independent contractor compliance
- Co-Employment risk mitigation
- Contingent staffing
- Direct placement
- Executive recruitment
- Recruitment process outsourcing (RPO)
- Payrolling services

Most important metrics:

- Customer satisfaction
- Cost savings
- Candidate quality
- Billing accuracy
- Time-to-fill
- Attrition
- Submittal follow-up
- Manager activity follow-up
- Supplier T&C compliance/auditing
- Time-to-hire

10. Geometric Results, Inc. (GRI)

Website: www.geometricresultsinc.com

Geometric Results, Inc. (GRI) is the world's largest independent managed service provider (MSP) with \$4 billion in managed contingent workforce spend. GRI maximizes the benefits of a contingent workforce on organizational performance on behalf of clients by maintaining a conflict-free position relative to staffing suppliers and technology platforms. GRI's proprietary data analytics service delivers efficiency gains and enhances transparency. GRI collaborates with clients to enhance talent acquisition and management strategies. With a diversified customer base providing services to clients in more than 30 countries, GRI's headquarters is in Detroit, Michigan.

Services:

- *Program management solutions:* strategic account planning; standard operating procedures; program workbook and roadmap; status meetings; communication strategy; program performance management; rate management; manager surveys; and VMS partner relationship management.
- *Supplier management solutions:* Platinum preferred partner supplier program; supplier performance reviews; supplier rationalization strategy; supplier audits; supplier forums; and supplier surveys.
- *Comprehensive reporting solutions:* executive dashboards; quarterly business reviews and executive business reviews; monthly operating reports; reporting matrix; SLA reporting; and cost savings tracking.

Most important metrics:

- Time to submit
- Time To fill
- Percent competitive sourcing
- Rate card compliance
- Contractor quality
- Submittal-to-hire ratio
- Percent spend under management
- Cost savings
- Supplier responsiveness
- Customer satisfaction (NPS)

11. Advantage xPO

Website: www.advantagexpo.com

Advantage xPO® is a division of Advantage Resourcing®, one of the largest staffing firms 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. A trusted partner to leading organizations seeking world-class strategic workforce solutions, Advantage xPO was recognized in both MSP and RPO categories in *HRO Today's Baker's Dozen*. To learn more about our integrated approach to strategic workforce management, visit us at www.advantagexpo.com.

Services:

- Full-cycle RPO
- Partial-cycle RPO
- Project based/volume hires
- Managed service programs
- Solution consulting
- Program and supplier management
- Independent contractor/1099 compliance
- Payrolling
- Strategic workforce planning
- Talent strategy partner
- Market research and competitor intel
- Talent composition recommendations (temp. vs. perm)

- Business process outsourcing
- Exclusive transfer of non-core functional work
- Complete oversight of recruitment administration activities managed by SLAs
- Manufacturing and distribution process outsourcing

Most important metrics:

- Time to fill
- Hiring manager satisfaction
- Interview to hire ratio
- Attrition
- Cost savings

12. ZeroChaos

Website: www.zerochaos.com

Headquartered in Orlando, Florida, ZeroChaos is the world's largest vendor-neutral managed services provider. Since 1999 we have been helping companies rethink their contingent workforce strategies to achieve greater quality, process efficiency, and cost containment. Built on innovation, our solutions are at work in more than 97 countries across the globe, successfully serving a variety of clients.

Services:

- Managed services program (MSP)
- Vendor management solutions (VMS)
- Employer of record services (payrolling)
- Independent contractor compliance
- Employment screening solutions
- Statement of Work (SOW) management
- Alternative sourcing solutions

Most important metrics:

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

13. Volt Consulting Group

Website: www.voltconsultinggroup.com

Volt Consulting Group (Volt) serves more than 100 Fortune 500 and mid-size global organizations, from leading product and services companies to some of the world's most admired consumer brands. Our tailored managed service programs (MSP) enable these organizations to acquire and manage their entire contingent workforce from temporary employees to independent contractors, outsourced service providers, and project-based workers.

Services:

- Managed service programs (MSP)
- SOW and outsourced services management
- Independent contractor qualification and management
- Payrolling services
- Contingent workforce business analytics
- Supplier performance management/diversity sourcing strategy
- VMS technology selection and management
- Project management office/project portfolio management
- Business process improvement

Most important metrics:

- Requisition fill rate percentage
- Unwanted contractor turnover rate
- Requisition fulfillment response time
- Cost savings percentage
- Diversity spend percentage
- Contractor quality ratings
- MSP customer satisfaction ratings
- MSP quality ratings

Overall Leaders

Provider				Overall Score
1. Pontoon				611.83
2. Guidant Group				551.42
3. Staff Management SMX				546.65
4. Agile 1				512.87
5. Bartech				504.25
6. Allegis Global Solutions				481.52
7. Randstad Sourceright				448.65
8. Yoh				435.65
9. Superior Group				427.44
10. Geometric Results, Inc. (GRI)				413.14
11. Advantage xPO				406.74
12. ZeroChaos				404.66
13. Volt Consulting Group				378.93

Breadth of Service

Provider				Overall Score
1. Staff Management SMX				18.00
2. Bartech				17.19
3. Randstad Sourceright				17.17
4. Agile 1				16.33
5. Pontoon				14.73
6. Allegis Global Solutions				14.50
7. Yoh				14.18
8. Guidant Group				14.00
9. Geometric Results, Inc. (GRI)				13.82
10. Volt Consulting Group				13.80
11. ZeroChaos				13.07
12. Advantage xPO				11.20
13. Superior Group				10.94

Size of Deals

Provider				Overall Score
1. Pontoon				7.00
2. Guidant Group				6.50
3. Staff Management SMX				6.31
4. Allegis Global Solutions				6.25
5. Agile 1				6.00
6. Geometric Results, Inc. (GRI)				6.00
7. ZeroChaos				6.00
8. Bartech				5.96
9. Yoh				5.91
10. Randstad Sourceright				5.83
11. Advantage xPO				5.60
12. Volt Consulting Group				5.57
13. Superior Group				5.41

Quality of Service

Provider				Overall Score
1. Pontoon				277.09
2. Guidant Group				249.08
3. Staff Management SMX				243.63
4. Agile 1				229.00
5. Bartech				224.22
6. Allegis Global Solutions				215.48
7. Randstad Sourceright				197.80
8. Yoh				194.00
9. Superior Group				192.88
10. Geometric Results, Inc. (GRI)				183.55
11. Advantage xPO				182.75
12. ZeroChaos				180.11
13. Volt Consulting Group				167.41