

# RPO: Global Leaders

Here are the rankings of this year's Baker's Dozen list for RPO in EMEA and APAC.

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 five responses from a location in Europe, Middle East or Africa, or Asia Pacific.

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 RFP process.

## Top Leaders: APAC

### 1. Alexander Mann Solutions

**Website:** [www.alexandermansolutions.com](http://www.alexandermansolutions.com)

Alexander Mann Solutions is the world's leading talent acquisition and management firm, with more than 3,000 staff around the world, serving more than 65 outsourcing client partners and consulting with hundreds more. We operate in more than 80 countries and in over 30 languages.

Alexander Mann Solutions was founded in 1996 by our CEO Rosaleen Blair, with a vision, focus, and passion to revolutionize and professionalize the way companies hire talented people. Our vision is simple: to enable people and organizations to fulfill their potential through talent acquisition and management globally.

We're uniquely positioned to help develop and deliver a people strategy that makes companies the employer of choice in the market. We provide solutions across the entire talent lifecycle, from strategic workforce planning and employer branding

to assessment and selection, onboarding and employee engagement. With a broad catalogue of services, we help address talent at all levels, from school leavers, to experienced hires, to board members and C-suite appointments.

We have deep industry expertise across a range of sectors, in particular in defense, engineering and manufacturing; energy; investment banking; business and professional services; retail; technology, media and telecommunications; retail banking and insurance; and healthcare and life services.

**Services:**

*RPO and MSP services:*

- Total workforce solutions
- Permanent workforce solutions
- Flexible workforce solutions
- Campus and school leaver
- Executive talent acquisition
- RPO accelerate
- Project RPO

- Resourcing Augmentation
- SourceCloud

*Consulting services:*

- Strategic workforce planning
- Talent strategy
- Employer brand and candidate experience
- Technology consulting
- Workforce insight and analytics
- Market and competitive intelligence
- Assessment consulting
- Diversity and flexible working
- Recruitment process and transformation
- Training

**Most important metrics:**

- Quality
- Experience
- Business outcome
- Attrition reduction
- Performance improvement
- Time to productivity in role
- Diversity

## 2. Pontoon

**Website:** [www.pontoonsolutions.com](http://www.pontoonsolutions.com)

Pontoon is a global HR outsourcing company specializing in improving an organization's talent. We manage the contingent workforce and statement of work resources on behalf of our clients, as well as source and recruit direct hires. Pontoon's approach results in significant cost savings and revenue improvement, increased worker quality, workforce insight and greater regulatory compliance. A division of Adecco with operations in nearly 100 countries and with more than 1,000

colleagues worldwide, the Jacksonville, Florida-based organization delivers solutions to more than 100 industry-leading companies.

**Services:**

- Contingent labor administration
- Project-based resource management
- Employee sourcing and recruiting
- Research and sourcing
- Workforce analytics and supply and demand planning
- Talent acquisition process design, redesign, and optimization
- Culture and values assessments

- Employer branding and messaging
- Innovative passive candidate sourcing
- Recruitment technology and systems modernization
- Management information, business analytics, and reporting dashboards
- Specialized executive search capabilities
- University and campus recruitment

**Most important metrics:**

- Quality of hire
- Interview to hire
- Time to start
- Cost per hire
- Turnover/retention

## 3. Cielo (formerly Pinstripe & Ochre House)

**Website:** [www.cielotalent.com](http://www.cielotalent.com)

Cielo is the world's leading pure-play provider of global recruitment process outsourcing (RPO) solutions. Cielo leverages its global reach, local talent acquisition expertise, and customized solutions to help clients achieve a sustained advantage and outstanding business outcomes through their talent practices. Under its We Become You™ philosophy, Cielo's dedicated recruitment teams primarily serve clients in the financial and business services, consumer brands, technology and media, engineering, life sciences, and healthcare industries. Cielo's global presence includes 1,200 employees, serving more than 100 clients across 68 countries in 26 languages

This footprint includes Moorland Gray, the largest and most successful executive search firm in the Middle East.

**Services:**

- Enterprise, co-sourcing, and project RPO
- Strategic search solutions
- Employer branding
- Talent consulting
- Workforce planning
- Resource management
- Requisition management
- Sourcing
- Screening
- Recruiting
- Selection
- Logistics and administration
- Offer process
- Onboarding

- Process reengineering
- Strategic advisory services
- Recruitment marketing services
- Social media services
- HR technology services
- Training
- Off-boarding
- Talent management
- Executive search

**Most important metrics:**

- Quality of hire
- Stakeholder satisfaction
- Diversity
- Cycle time
- Source of hire
- Candidate acceptance ratio
- Interview-to-offer ratio
- Recruiting efficiency ratio

## 4. Futurestep, a Korn Ferry Company

**Website:** [www.Futurestep.com](http://www.Futurestep.com)

Futurestep is the global industry leader in high-impact talent acquisition solutions, offering fully customized, flexible strategies to help organizations meet specific recruitment needs. Our clients turn to us for proven expertise, a global process and infrastructure, proprietary competency models, innovative sourcing strategies, and a unique approach to measure and optimize business impact. As a Korn Ferry company, Futurestep can meet a variety of talent acquisition requirements, from

global and regional RPO and project recruitment, to individual professional search and consulting, our solutions apply a truly world-class capability to deliver talent with impact. Futurestep brings the experience, intellectual property and global reach to identify, attract and retain the people who drive business success.

**Services:**

- Recruitment process outsourcing (RPO)
- Project recruitment
- Search: Managed search
- Talent consulting: talent acquisition

advisory; recruitment technology; and candidate care

- Talent communications: employer branding and talent communities

**Most important metrics:**

- Quality-of-hire ratio
- Cost-per-hire ratio
- Time to source, process, and offer extend
- Pipeline quality
- Diversity metrics
- Sourcing metrics
- Class hiring attainment
- Manager and candidate satisfaction
- Source of hire

## 5. WilsonHCG

**Website:** www.WilsonHCG.com

WilsonHCG is a global talent solutions leader that operates on the principle of providing true partnership to its clients. Delivering business-impacting talent solutions – including recruitment process outsourcing (RPO), talent consulting, contingent workforce solutions and executive search – WilsonHCG is transforming its clients' businesses through their talent. Founded in 2002, the company headquarters is located in Tampa, Florida. While optimizing clients' talent strategies is essential, WilsonHCG recognizes the relationships we develop lead to the results our clients realize. Better People, Better Business.®

**Services:**

*Recruitment process outsourcing:*

- Enterprise
- Project
- Specialty program development (diversity, university and veteran recruitment)

*Talent consulting:*

- Employment branding
- HR transformation
- Workforce planning
- HR technology assessment
- Talent strategy and operating model design

*Executive search:*

- Executive hiring
- Market research services

*Contingent talent solutions:*

- Temp-to-perm
- Contingent staffing
- Permanent placement

**Most important metrics:**

- Speed: candidate responsiveness, time-to-fill, candidate drop-out (fall out) rates, interview-to-hire
- Quality: first-year turnover, quality of hire, candidate satisfaction, client satisfaction, retention rates, time to productivity
- Cost reduction: agency fees, cost per hire
- Compliance: diversity metrics, regulatory metrics
- Effectiveness: source of hire, candidate acceptance ratio, recruiter efficiency ratio, employment brand effectiveness

## 6. Resource Solutions

**Website:** www.resourcesolutions.com

Resource Solutions delivers recruitment process outsourcing (RPO) and managed service provider (MSP) solutions across the globe, and is recognized as an international market leader. We build long-term, high quality relationships with our clients and candidates, while continuously enhancing our services. As part of the Robert Walters Group, with a global network of 53 offices in 24 countries, Resource Solutions designs and deploys tailored outsourced solutions for over 45 clients worldwide, operating within 40 countries.

Our teams manage an extensive client recruitment budget of over £1.5bn, hiring in excess of 21,000 candidates globally, attracting and engaging the highest quality

candidates throughout the UK, Europe, Africa, Asia, and North America. We ensure a high quality and efficient recruitment solution by adopting some of the best recruitment tools available and continually developing our proprietary global recruitment technology, talentsource.

**Services:**

*RPO:*

- Direct recruitment
- Internal mobility programs
- Supply chain management
- Referral programs
- Analysis of existing process
- RPO implementation
- Recruitment strategy and design
- Technology implementation
- PSL rationalization
- Campaign management

- Graduate, intern and campus

*MSP:*

- Direct recruitment
- Contractor re-housing
- Supply chain management
- Referral programs
- Discovery audit
- Attraction and retention strategies
- Invoicing
- Payroll and timesheet management
- Contract generation
- Onboarding / off boarding
- Rate card benchmarking

**Most important metrics:**

- Quality
- Cost savings
- Efficiency
- Innovation

## 7. IBM

**Website:** www.ibm.com

Combining our rich heritage in recruiting, behavioral science, and technology with proven employment branding and candidate outreach strategies, IBM Kenexa Recruitment Services provides exceptional RPO solutions that deliver smarter outcomes. Today IBM Kenexa Recruitment Services supports more than 70 client-specific RPO programs, generating over 100,000 hires annually.

IBM offers a comprehensive suite of products and services that support the entire employee lifecycle. Beyond core RPO services, IBM's Smarter Workforce portfolio of technology and service offerings includes applicant tracking systems, assessments, employee engagement surveys, compensation management and leadership solutions. IBM is present in over 170 countries and over 60 percent of RPO programs have a multi-country or multi-region geographic scope.

**Services:**

- Local, national, regional and global RPO program design, implementation and management
- Long-term and project-based RPO services
- Supplier transition services
- Change management
- Process mapping and engineering to optimize recruitment workflow
- Market research to determine talent availability and job seeker trends
- Administration of requisition intake meetings with hiring managers to identify hiring need and define prescreen requirements
- Execution of candidate sourcing strategies
- Social media strategy development and management
- Diverse recruiting strategy development and tracking
- Employment branding services
- Career site optimization and re-design
- Screening candidates against qualification criteria
- Assessment solutions

- Submission of candidate shortlists to hiring managers
- Interview management
- Extending and closing offers to candidates
- Onboarding support
- Analytics solutions to harness "bid data" across ATS and HRIS technology platforms
- Recruitment/ATS
- Technology optimization and consulting services

**Most important metrics:**

- Time-to-source rate
- Time-to-fill rate
- Submit-to-interview rate
- Interview-to-offer rate
- Offer acceptance rate
- Diversity of candidates
- Agency utilization and reduction
- New hire turnover
- Process/procedure compliance
- Data accuracy
- Cost-per-hire reduction
- Hiring manager satisfaction
- Candidate satisfaction

## Top Leaders: EMEA

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**Services:**

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*Consulting services:*

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- Workforce insight and analytics
- Market and competitive intelligence
- Assessment consulting
- Diversity and flexible working
- Recruitment process and transformation
- Training

**Most important metrics:**

- Quality
- Experience
- Business outcome
- Attrition reduction
- Performance improvement
- Time to productivity in role
- Diversity

## 2. PeopleScout/hrX

**Website:** www.peoplescout.com

PeopleScout, a TrueBlue Company, is a global recruitment process outsourcing (RPO) provider offering full-service support in nearly every industry and skill vertical. PeopleScout provides customized RPO solutions including enterprise, full-cycle, partial cycle, and project RPO as well as Recruiter On-Demand™, a contract recruitment solution designed by PeopleScout. The suite of services also includes employer branding, mobile optimization, sourcing, interviewing, candidate care, on-boarding, ATS and CRM/ talent community, reporting, and analytics through PeopleScout Higher Insights™, and more. Facilitating thousands of annual hires worldwide, PeopleScout strives to improve

quality of hire for companies with exempt and non-exempt hiring needs.

**Services:**

- *Customized solutions:* full RPO; partial RPO; project RPO; global RPO; Recruiter On-Demand™; Higher Insights™; veteran recruitment solutions; employer branding; mobile optimization; workforce planning; consulting; and requisition management.
- *Recruitment process:* sourcing; screening and assessment; scheduling; interviewing; pre-employment checks; offer process; candidate care; onboarding; new hire care; employee management; and exit interviews.
- *Technology and reporting:* reporting analysis (through Higher Insights™);

microsite development; third-party vendor management; proprietary ATS and CRM; talent community technology; talent community strategic planning and execution; and system integration.

**Most important metrics:**

- Time-to-fill for non-class-based hires and fill ratio for class-based hires
- Quality of candidates and quality of hire
- Diversity of candidate slate
- Offer letter accuracy and offer letter timeliness
- Time-to-submit and time-to-schedule rates
- Source of hire, source of candidates, diversity sourcing tactics and employee referral hires
- Time to process
- Turnover/retention

## 3. Allegis Global Solutions

**Website:** www.allegisglobalsolutions.com

Allegis Global Solutions provides human capital and workforce management solutions to customers in a wide range of industries globally. Allegis Global Solutions offerings include managed services provider (MSP) programs, recruitment process outsourcing (RPO), and advisory services.

**Services:**

*RPO*

- Full-life cycle, both enterprise wide and project based
- Global and country specific recruitment

delivery programs

- Recruitment of full time as well as contingent work force
- Passive candidate talent pipelining programs
- Employment branding and candidate engagement consulting services

*MSP*

- Services procurement management
- Payroll
- 1099
- IC services

*Advisory Services*

- Talent attraction strategy development
- Human capital consulting
- Workforce optimization
- Business analytics

*Important client metrics:*

- Manager satisfaction
- Bill rate management
- Diversity spend
- Cycle time
- Invoicing accuracy
- Failure to start
- Fill ratio
- Quality of hire

## 4. Futurestep, a Korn Ferry Company

**Website:** www.Futurestep.com

Futurestep is the global industry leader in high-impact talent acquisition solutions, offering fully customized, flexible strategies to help organizations meet specific recruitment needs. Our clients turn to us for proven expertise, a global process and infrastructure, proprietary competency models, innovative sourcing strategies, and a unique approach to measure and optimize business impact. As a Korn Ferry company, Futurestep can meet a variety of talent acquisition requirements, from

global and regional RPO and project recruitment, to individual professional search and consulting, our solutions apply a truly world-class capability to deliver talent with impact. Futurestep brings the experience, intellectual property and global reach to identify, attract and retain the people who drive business success.

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- Diversity metrics
- Sourcing metrics
- Class hiring attainment
- Manager and candidate satisfaction
- Source of hire

## 5. Hudson RPO

**Website:** www.hudsonrpo.com

Hudson RPO specializes in recruiting professional-level candidates for mid- to large-cap multi-national corporations across diverse industry sectors. Hudson RPO offers a wide range of recruitment process outsourcing services including fully or partially outsourced recruitment; project recruitment; team augmentation, contingent workforce solutions; blended permanent and contingent solutions; and

consulting services. A global force in talent acquisition solutions, Hudson RPO designs, implements, and manages custom RPO programs using our proprietary technology, process, and tools.

**Services:**

- Full and partial service RPO
- Recruitment projects
- Team augmentation
- Contingent workforce solutions
- Blended permanent and contingent solutions

- Recruitment consulting services
- Branding and sourcing innovation

**Most important metrics:**

- Quality of hire
- Cost per hire
- Hiring manager satisfaction
- Candidate satisfaction
- Time to fill
- Sourcing analytics
- Diversity
- Conversion metrics
- Process compliance

## 6. Decision Toolbox

**Website:** www.dtoolbox.com

Decision Toolbox's primary business is on demand RPO. The company was founded in 1992. All of our 100 employees work from home and are connected via a technology platform we created. We typically work with about 150 companies at any time, ranging from a handful of positions to hundreds annually at all levels. We intentionally do not specialize in any particular industry or market segment because we need to be able to source

from as many of our clients' competitors as possible. We have a proprietary structured process, set of decision support tools, and ATS/CRM (Recruiting Machine™) that we deploy for every client engagement. We are a women-owned business, certified by WBENC.

**Services:**

- On demand RPO:*
- Consultation
  - Opportunity branding

- Marketing
- Talent sourcing
- Candidate evaluation
- Candidate/client interview facilitation
- Reference checking
- Offer negotiation and presentation

**Most important metrics:**

- Hiring manager satisfaction rating
- Days to find, screen and present the candidate who is ultimately hired
- Funnel ratio of candidates
- Cost per hire
- Candidate satisfaction

## 7. Career International

**Website:** www.careerintlinc.com

As the leading total talent management solution provider in Asia, Career International established in 1996, now is present in 40 offices across Asia, and employs over 1,000 professional recruitment consultants. We provide the executive search, RPO, flexible staffing, sales and marketing outsourcing, campus recruitment, career management institute, and talent acquisition consulting services for our clients in more than 18 relevant industries and fields. We have built long-term cooperative relationships with over 2,000 multinational corporations, listed companies, fast-growing enterprises and non-profit organizations. In the past year, we have fulfilled more than 20,000 middle to senior management and technical

positions, and over 20,000 temporary positions.

**Services:**

- Executive search:*
- C-Level recruitment
  - Managerial recruitment
  - Professional and technical recruitment

*RPO:*

- End-to-end RPO
- On-demand recruitment
- CV screening outsourcing
- Vendor management
- Recruitment channels management
- Applicant tracking and reporting
- Market research and talent mapping

*Flexible staffing:*

- Office staffing
- Professional staffing
- Sales/marketing staffing

- Vendor management service

*Campus recruiting:*

- Campus recruitment marketing
- Employer brand marketing
- Professional interviewer training

*Talent acquisition consulting:*

- Process design
- Assessment tools
- Roles and responsibilities design
- Policy and procedure design

**Most important metrics:**

- Number of hires
- Time-to-fill rate
- Cost per hire
- Process compliance
- Data accuracy
- Probation pass rate
- Hiring manager and candidate satisfaction
- Agency reliance

## Top Leaders: APAC

Provider	Overall
<b>1. Alexander Mann Solutions</b>	<b>671.14</b>
2. Pontoon	534.81
3. Cielo (Formerly Pinstripe & Ochre House)	464.68
4. Futurestep	421.64
5. WilsonHCG	420.10
6. Resource Solutions	409.65
7. IBM	348.77

Provider	Breadth of Service
<b>1. Alexander Mann Solutions</b>	<b>20.75</b>
2. Pontoon	18.25
3. Cielo (Formerly Pinstripe & Ochre House)	18.25
4. Futurestep	17.60
5. Resource Solutions	16.83
6. WilsonHCG	16.67
7. IBM	16.50

Provider	Size of Deals
<b>1. Alexander Mann Solutions</b>	<b>7.25</b>
2. Pontoon	5.50
3. Resource Solutions	5.33
4. Cielo (Formerly Pinstripe/Ochre House)	5.25
5. WilsonHCG	4.67
6. IBM	4.67
7. Futurestep	4.60

Provider	Quality of Service
<b>1. Alexander Mann Solutions</b>	<b>300.38</b>
2. Pontoon	238.06
3. Cielo (Formerly Pinstripe & Ochre House)	204.75
4. Futurestep	185.00
5. WilsonHCG	185.00
6. Resource Solutions	179.67
7. IBM	151.17

## Top Leaders: EMEA

Provider	Overall
<b>1. Alexander Mann Solutions</b>	<b>697.91</b>
2. PeopleScout/hrX	693.17
3. Allegis Global Solutions	607.89
4. Futurestep	422.75
5. Hudson RPO	421.64
6. Decision Toolbox	404.90
7. Career International	388.29

Provider	Breadth of Service
<b>1. PeopleScout/hrX</b>	<b>22.83</b>
2. Alexander Mann Solutions (AMS)	20.75
3. Allegis Global Solutions	18.17
4. Hudson RPO	18.14
5. Career International	17.74
6 Futurestep	16.75
7. Decision Toolbox	12.67

Provider	Size of Deals
<b>1. Alexander Mann Solutions</b>	<b>7.25</b>
2. Allegis Global Solutions	7.17
3. PeopleScout/hrX	5.65
4. Hudson RPO	5.43
5. Career International	4.89
6. Decision Toolbox	4.67
7. Futurestep	4.50

Provider	Quality of Service
<b>1. Alexander Mann Solutions</b>	<b>313.13</b>
2. PeopleScout/hrX	309.72
3. Allegis Global Solutions	272.38
4. Futurestep	186.25
5. Hudson RPO	184.29
6. Decision Toolbox	181.00
7. Career International	168.91