

2015 Baker's Dozen Customer Satisfaction Ratings: Recruitment Process Outsourcing

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.

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.

For this survey, we reached out to more than 50 providers of recruitment process outsourcing services. Several providers had insufficient data to be considered and ranked, including Accolo, ADP RPO, Aon Hewitt, Hays, Kelly OCG, Manpower, and Superior Group, among others.

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.

1. Randstad Sourceright

Website: www.randstadsourceright.com

Randstad Sourceright is a global talent leader, providing solutions and expertise that help companies position for growth, execute on strategy, and improve business agility. Our experience encompasses all facets of talent, including permanent, contingent, and freelance workforce. Key offerings include integrated talent solutions, recruitment process outsourcing (RPO), managed services provider (MSP) programs, and payrolling & independent contractor solutions (PICS).

We successfully entered the business process outsourcing marketplace in 1989 and formally entered the RPO market more than a decade ago, becoming one of the preeminent RPO providers in the world. As part of the Randstad Holding nv family of companies, we are the second largest HR solutions company in the world, with revenues of \$22 billion USD. Our global footprint includes offices in 39 countries, and with a connected network of nine shared services centers,

Randstad Sourceright provides flexible, efficient, and cost-effective delivery for client requirements across more than 70 countries.

Services:

- *Integrated talent solutions:* holistic management of talent acquisition, encompassing traditional employees, contingent workforce suppliers, and free agents, and drawing on blended delivery and management of RPO, MSP, and contingent workforce services.
- *Recruitment process outsourcing (RPO):* a global recruitment solution to optimize candidate quality, control costs, and deliver measurable results in performance and business impact.
- *Managed services provider (MSP):* a solution to improve engagement and management of the contingent and free agent workforce and suppliers, increasing quality, reducing costs, and supporting core business goals.
- *Payrolling and independent contractor solutions:* 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 payrolling.

- *Integrated talent advisory services:* supporting all of our solutions with deep expertise in workforce planning, strategic sourcing, employer branding, talent engagement and community management, diversity consulting, assessment, and analytics.

Important client metrics:

- Speed-to-hire
- Responsiveness
- Customer satisfaction
- Candidate quality (ratio of candidates submitted to candidates interviewed)
- Candidate satisfaction
- Diversity of candidate slate
- Offer letter accuracy/timeliness
- Fill rates
- Invoicing accuracy/timeliness
- Data/reporting accuracy
- Talent engagement & retention

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. Cielo (formerly Pinstripe & Ochs House)

Website: 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. Alexander Mann Solutions

Website: 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

5. Seven Step RPO

Website: www.sevensteprpo.com

Seven Step RPO is a leading global provider of outsourced recruitment solutions. Founded in 2007, the company helps the world's largest corporations overcome their talent acquisition challenges by providing true recruitment innovation, valuable analytics, and actionable insight. Seven Step is ranked as a top enterprise provider on *HRO Today's* RPO Baker's Dozen list as an industry leader in customer satisfaction. For more information, visit www.sevensteprpo.com.

Services:

- Global enterprise RPO
- Project RPO
- Talent AI™ recruitment analytics
- Employment branding
- Strategic sourcing
- Change management
- Social media management
- Talent community development
- Veteran hiring program development
- Candidate CRM development
- University programs development

Most important metrics:

- Retention
- Quality of hire
- Time-to-fill ratio
- Submits-to-hire ratio
- Diversity pipeline reporting
- Submit to interview
- Hiring manager satisfaction
- Candidate satisfaction
- Source of hire
- Advertising ROI

6. 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

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:

- Quality
- Speed
- Cost reduction
- Compliance
- Effectiveness

7. 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.

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

8. 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

9. 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

10. Pontoon

Website: 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

11. 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

12. Yoh

Website: www.yoh.com

Yoh is all about delivery. Talent, recruitment process outsourcing (RPO), managed services (MSPs,) 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 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

Services:

Recruitment process outsourcing:

- End-to-end, full-cycle RPO
- Short term/project RPO
- Limited/point-of-service RPO
- On-demand RPO
- Workforce planning and consulting

Managed and outsourced solutions:

- Managed services provider (MSP)
- Payroll services

- Independent contractor compliance
- Statement of work (SOW)
- Vendor management system (VMS)

Most important metrics:

- Time-to-submit rate
- Time-to-fill rate
- Candidate quality
- Candidate and hiring manager satisfaction

- Cost per hire
- Interview to hire ratio
- Offer to acceptance ratio
- Diversity of slate
- Diversity of hire
- Source of hire (ROI)
- Sourcing effectiveness
- Attrition by source/recruiter

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. Yoh fulfills immediate resource needs and delivers managed and outsourced solutions. Start leveraging our deep industry expertise today.

13. Novotus

Website: www.Novotus.com

Novotus is an established recruitment process outsourcing organization equipped to solve talent acquisition needs from a single search, to project hiring or full outsourced recruiting. We partner with companies of all sizes to build and execute customized recruiting solutions, from sourcing services to end-to-end recruitment process outsourcing (RPO) with assurances.

Services:

- End-to-end RPO
- Co-source RPO
- Project RPO
- Consulting via NovoCORE (organizational effectiveness; employment branding; workforce planning; talent acquisition costs; recruiting technology; candidate

- sourcing; employment assessment; employment processes; current metrics)
- Executive search
- Contract recruiters
- Temp staffing
- Contingent staffing
- Sourcing and candidate research
- Employment branding and

recruitment marketing

Most important metrics:

- Time to submit first candidate
- Submittal-to-interview ratio
- Interview-to-hire ratio
- Time to fill
- Hiring manager satisfaction
- Recruiting cost ratio (RCR)

Relationships with many of our RPO clients have continued for many years. As a result, we typically move past the core RPO value proposition, which is filling open requisitions with good talent as quickly as possible, to workforce planning so we can anticipate open requisitions and future recruiting challenges, and build talent communities ahead of the need. Novotus delivers successful recruiting outcomes—every client, every time.

Enterprise Leaders

Provider	Overall Score
1. Randstad Sourceright	673.60
2. PeopleScout/hrX	673.28
3 Cielo (formerly Pinstripe & Ochre House)	672.63
4. Alexander Mann Solutions	672.33
5. Seven Step RPO	628.97
6. WilsonHCG	628.28
7. Futurestep	611.57
8. Allegis Global Solutions	608.24
9. IBM	598.94
10. Pontoon	571.99
11. Hudson RPO	518.65
12. Yoh	514.29
13. Novotus	505.44

Provider	Breadth of Service
1. PeopleScout/hrX	20.58
2. Alexander Mann Solutions	20.06
3. Allegis Global Solutions	19.88
4. Cielo (formerly Pinstripe & Ochre House)	19.50
5. Pontoon	19.00
6. IBM	18.33
7. WilsonHCG	18.27
8. Hudson RPO	18.20
9. Randstad Sourceright	16.95
10. Seven Step RPO	16.88
11. Futurestep	16.80
12. Yoh	16.71
13. Novotus	16.67

Enterprise Leaders

Provider	Size of Deals
1. Alexander Mann Solutions	7.25
2. Allegis Global Solutions	7.13
3. Pontoon	6.85
4. Cielo (formerly Pinstripe & Ochre House)	6.14
5. IBM	6.11
6. PeopleScout/hrX	6.09
7. Randstad Sourceright	5.90
8. Seven Step RPO	5.71
9. Futurestep	5.47
10. WilsonHCG	5.27
11. Hudson RPO	4.93
12. Novotus	4.78
13. Yoh	4.71

Provider	Quality of Service
1. Randstad Sourceright	305.07
2. Cielo (formerly Pinstripe & Ochre House)	302.46
3. PeopleScout/hrX	301.92
4. Alexander Mann Solutions	301.50
5. Seven Step RPO	283.94
6. WilsonHCG	282.63
7. Futurestep	275.80
8. Allegis Global Solutions	271.17
9. IBM	268.33
10. Pontoon	254.71
11. Hudson RPO	230.60
12. Yoh	229.80
13. Novotus	225.60

Healthcare Leaders

Provider				Overall
1. Cielo (formerly Pinstripe & Ochre House)				445.18
2. AMN Healthcare				439.56
3. Supplemental Health Care				394.86
4. Seven Step RPO				393.78
5. Career International				393.13



Mid-Tier or Specialty Market Leaders

Provider	Overall
1. Agile•1	495.43
2. Resource Solutions	491.40
3. Advantage xPO	459.63
4. Career International	459.23
5. AMN Healthcare	439.56
6. Decision Toolbox	425.70
7. Newton Consulting	414.38
8. PrincetonOne	400.69
9. Pierpoint	398.82
10. Supplemental Health Care	367.06
11. Talent Fusion by Monster	321.67

1. Agile•1

Website: www.agile-1.com

Agile•1 manages the complexities of today's global workforce by streamlining all components of talent acquisition. With a combination of technologies and services, our scalable, recruitment process outsourcing (RPO) solution can augment, compliment, or transform the way you hire talent. Agile•1 is a trusted partner with expertise in the practice areas of: manufacturing, healthcare, retail, energy, and call centers. Talent acquisition. Solved.

Services:

Recruitment process outsourcing (RPO):

- Project RPO
- End-to-end RPO
- Blended RPO/MSP solutions
- Search firm management
- Power Up (contract recruiting solution)

Managed service programs (MSP):

- ICC solutions

- SOW solutions
- Payrolling solutions
- Workforce technology solutions
- VMS and ATS (acceleration)
- Alumni solutions
- Supplier relationship management technology

Most important metrics:

- Time to fill
- Time to start
- Employee referrals

- Diversity hires
- Offer efficiency
- Submittal-to-accept ratio
- Number of positions filled
- Search firm utilization
- Recruiter productivity
- Source of hire by job family and location
- Candidate throughput
- Data compliance
- Requisitions by recruiter
- Hiring cycles and trends

2. 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

3. 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:

Recruitment process outsourcing (RPO):

- Full-cycle RPO
- Partial-cycle RPO
- Project based/volume hires

Managed service programs (MSP):

- 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:

- Transfer of non-core functional

work

- 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

4. 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

5. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare provides innovative healthcare workforce solutions and staffing services that help our clients, clinicians, and physicians deliver excellent, cost-effective patient care.

Services:

- Innovative locums workforce solutions
- Traditional staffing and recruitment
- Managed services programs (MSP)
- Vendor management systems (VMS)
- In-house resource pool management
- Recruitment process outsourcing
- EMR implementation services
- Telehealth solutions

- Consulting services (to improve staffing office efficiency and patient flow)

Most important metrics:

- Time to accept
- Quality of slate
- Retention rate
- New hire satisfaction
- Hiring manager satisfaction
- Percentage of requisitions aged more than 90 days

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. Newton Consulting

Website: www.newtonconsulting.com

Newton Consulting is a leading provider of talent acquisition, business strategy, and information technology consulting services, providing customer-focused, values-driven solutions to clients as they move from vision to reality. Founded in 2003 and headquartered near Pittsburgh, Pa., Newton Consulting has been honored in the Inc. 5000 and Pittsburgh 100 four years in a row, in the Best Places to Work in Western Pennsylvania, and as Best Service Provider by the Pittsburgh Technology Council. Our mission: We Make Vision A Reality.

Services:

- Talent acquisition
- Candidate sourcing
- University relations
- Project recruiting
- Business strategy
- Project management
- Technology solutions

Most important metrics:

- Time to fill (actual versus planned)
- Diversity
- Open position aging
- Open position stage in recruiting lifecycle
- Overall volume of open and filled positions
- Offer acceptance ratio and offer declination reasons
- Source of hires

8. PrincetonOne

Website: www.PrincetonOne.com

PrincetonOne RPO designs and delivers innovative and scalable recruitment solutions to help our clients identify, attract, recruit, and hire top talent. From sourcing strategies and process design to technology, culture and scope, every solution that we deliver is unique and tailored to each client's specific needs.

With an extensive heritage of recruiting experience, PrincetonOne RPO delivers results that are grounded in best practices, utilize current technologies and recruiting trends, and leverage proven methodology. The success of each solution is guaranteed through service-level agreements confirmed through published metrics.

Services:

- Program consultation, design and implementation
- Market analytics and workforce consulting
- Employment brand development consulting
- Employment advertising strategy development, creation and placement
- Candidate sourcing and recruitment
- Candidate screening and assessment

- Interview logistics coordination
- Onboarding management
- Reference checks
- ATS database provisioning and management
- Enterprise-wide, fully outsourced talent model
- Position-Specific Model
- Hybrid/project-based model
- On-site and off-site delivery models
- Retained executive search
- Professional search
- Professional contract staffing

Most important metrics:

- Time to fill
- Time to submit
- Submit-to-interview ratio
- Interview-to-offer ratio
- Offer acceptance rate
- Position vacancy rate
- Diversity hires
- Source effectiveness
- Client satisfaction and candidate experience measurement
- Cost per hire

9. Pierpoint

Website: www.pierpoint.com

Pierpoint is the premier provider of RPO, VSP, and supplemental sourcing solutions to the high-tech community with programs that span both short-term and long-term durations. We are a global company headquartered in San Jose, California with a specialization for technology recruitment that offers a great depth of resources and proven capability to source and recruit globally. Pierpoint's experience includes North America, Latin America, EMEA, and the APAC region. Engagements are custom tailored to support a wide inventory of requirements with success stemming from seasoned leadership, veteran recruiters averaging eight years of recruitment experience, and responsibly structured programs.

Services:

- VSP (vendor services program)
- Supplemental sourcing
- Project recruitment support
- Global recruitment support

Most important metrics:

- Time to submit and time to fill
- Candidate acceptance ratio
- Interview-to-hire ratio
- Hiring manager satisfaction
- Cost

10. Supplemental Health Care

Website: www.supplementalhealthcare.com

Founded in 1984, Supplemental Health Care partners with hospitals and healthcare organizations throughout the United States to meet their clinical and non-clinical employment needs. With workforce management solutions including human resource consulting, recruitment process outsourcing, managed services provider programs, float pool management, and travel/per diem contingent staffing, we provide specialized solutions to help healthcare organizations control and reduce HR costs while supplying workforce coverage to drive quality patient care.

As one of the largest workforce solutions firms focused exclusively on healthcare in the United States, we utilize our network of more than 60 local recruiting centers (located in 23 states) and 4 National RPO Recruiting Centers (Dallas, Buffalo, Park City and Atlanta) to deliver customized solutions for each of our clients. Supplemental Health Care supports more than 2,000 healthcare customers throughout the country and hires over 6,000 healthcare professionals annually for their clients. We are active corporate sponsors with America's Essential Hospitals (AEH), American Society for Healthcare Human Resources (ASHHRA), World Health Care Congress (WHCC), and support numerous public and academic healthcare organizations across the country.

Services:

- Strategic workforce planning
- Recruitment process outsourcing (RPO)
- Managed service provider (MSP)
- Healthcare and professional contingent staffing
- Payroll services

Most important metrics:

- Cycle time to hire
- Quality of hire
- Facility vacancy rates
- Talent retention
- Talent engagement

11. Talent Fusion by Monster

Website: www.talentfusion.com

Whether you're looking to fill a single role or recruit a large workforce, Talent Fusion™ by Monster can help you find better talent. Monster's Talent Fusion™ includes a team of industry experts dedicated to developing a recruiting strategy that addresses your specific hiring needs, whether it's quickly expanding your workforce, hiring business-critical talent, or building a pro-active sourcing strategy.

Talent Fusion has several programs that are ready to deliver the optimal recruiting solution for your business, including sourcing, on-demand recruitment, and enterprise solutions. By delivering pre-qualified talent, Monster's Talent Fusion™ enables you to execute the right talent strategy, saving you valuable time in the process.

Services:

- Enterprise RPO
- Recruiter on demand
- Premium sourcing
- Sourcing services
- Monster eye

Most important metrics:

- Time to fill
- Cost Per hire
- Number of qualified candidates
- Interview-to-hire ratio
- Time to delivery