

2016 Baker's Dozen: 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.

In addition to the annual review of players entering, exiting and merging in the recognition marketplace, the 2016 Baker's Dozen RPO Study had other changes over the 2015 study. The first area addressed was the addition of services to the scope of

services area of the study. There were two options added that respondents could select if their provider offered management of on-boarding processes and recruitment process analytics.

The second area of change focused on the technologies the provider suppliers. Those technologies now include applicant tracking system (ATS); candidate relationship management (CRM); mobile recruiting; candidate attraction, and social media outreach.

Other changes include the expansion of the reasons for renegotiation of contracts and contract implementation satisfaction. Of course, there were terminology updates throughout the survey instrument.

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 People Science, Manpower, Accolo, Hays, The Resource Connections and KellyOCG, 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.

Midsize Deal Leaders

1. Novotus

Website: www.novotus.com

Novotus, an Orion International Company, is a recruitment process outsourcing (RPO) organization equipped to solve talent acquisition needs—from a single search, to project hiring, to a full outsourced recruiting solution. Novotus partners with companies of all sizes to build and execute customized recruiting solutions. In January 2016, Novotus was acquired by Orion International, the nation's largest Military Talent firm, which specializes in the creation of programs that allow organizations to attract, hire, develop, and retain high quality military talent.

Services:

- End-to-end RPO
- Co-source RPO

- Project RPO
- Consulting via NovoCORE
- Contract recruiters
- Temp staffing
- Contingent staffing
- Sourcing and candidate research
- Employment branding and recruitment marketing
- Military talent programs
- Military recruiting and military staffing

Most important metrics:

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

2. PPR Talent Management Group

Website: www.pprts.com

PPR Talent Management Group is a culture-based organization which provides RPO services focused on 'hiring for culture'. Through complete transparency and a focus on culture-based hiring, PPR is able to augment an organizations recruitment function to the highest level possible.

Services:

- Full, end-to-end recruiting services
- Outsourced recruiting for complete departments or units
- One to multi-recruitment seat recruitment engagements
- Projected RPO

Most important metrics:

- Hires
- Submissions
- Applicants
- Retention
- Hire, submission, and applicant ratios

3. EG Workforce Solutions

Website: egnow.com

EG Workforce Solutions is one of the fastest growing workforce solutions organizations in North America. With experience across almost every industry and skill set, EG approaches the talent landscape by offering customized solutions that deliver a measurably better workforce. EG's proven consultative approach provides RPO solutions that range from full-cycle enterprise engagements to partial cycle and project RPO. With proven leadership, strong solution design and execution, EG takes pride on an unmatched discipline to exceed expectations and strengthen the overall talent strategy of their valued clients

Services:

- Customized full-cycle RPO and partial/project RPO
- Full service employment branding and proposition development
- Digital marketing and talent attraction
- Total workforce planning and forecasting
- Customized talent retention programs
- Onboarding optimization and engagement
- Full service business process outsourcing

Most important metrics:

- Attrition improvement
- Workforce engagement scores
- Time to fill
- Candidate quality

4. 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 global solutions in recruitment process outsourcing (RPO) and managed service programs (MSP) to clients across a variety of industries.

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 intelligence
- Talent composition recommendations (temp. vs. perm)
- Business process outsourcing (BPO)
- Exclusive transfer of non-core functional work
- Complete oversight of recruitment administration activities managed by service level agreements (SLAs)
- Manufacturing and distribution process outsourcing

Most important metrics:

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

5. AMN Healthcare

Website: www.AMNHealthcare.com

AMN Healthcare enables providers to successfully navigate the evolving healthcare environment. Headquartered in San Diego, CA, and with more than 18,000 corporate team members and clinicians working throughout the United States, AMN Healthcare provides innovative healthcare workforce solutions and staffing services that help our clients, clinicians and physicians deliver excellent, cost-effective patient care.

Services:

Staffing and recruitment: Travel nursing; per-diem staffing; locum tenens; allied health staffing; physician placement; rapid response; strike staffing; international nursing; and EMR implementation.

Workforce solutions: Managed services programs (MSP); recruitment process outsourcing (RPO); vendor management systems (VMS); scheduling and labor management; education services; float pool

management; telehealth – pharmacy; and health information management

Executive leadership: Interim leadership; executive search; physician leadership search; nursing executive search; and leadership training and development

Advisory services: Workforce analysis and optimization; predictive modeling and analytics; strategy consulting; financial and operational performance improvement; regulatory compliance; and labor disruption.

Most important metrics:

- Submittal-to-interview ratio
- Time to fill
- Turnover within guarantee period
- Hiring manager satisfaction
- Candidate satisfaction
- Requisition intake timing
- Time to shortlist

6. Clinical Magnet

Website: www.clinicalmagnet.com

Clinical Magnet is the recruitment process outsourcing division of Supplemental Health Care and is a member of the SHC family of companies. The company leverages flexible workforce management solutions to assist healthcare organizations in maintaining efficient operations and delivering the highest level of patient care possible.

As one of the largest workforce solutions firms focused on healthcare in the United States, Clinical Magnet's team utilizes a network of more than 60 local recruiting centers (located in 23 states) and four national RPO recruiting centers to deliver customized solutions for its clients.

Services:

- Strategic workforce planning
- Recruitment process outsourcing
- MSP
- Contingent staffing
- Technology consulting (CRM and ATS)

Most important metrics:

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

7. PrincetonOne

Website: www.PrincetonOne/RPO

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

Services:

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

- Reference checks, drug testing, and background checks
- ATS database provisioning & management
- Enterprise-wide, fully outsourced talent model
- Position-specific model
- Hybrid/project-based model
- On-site and off-site delivery models
- Additional services: retained executive, professional, and contract staffing search

Most important metrics:

- Time to fill
- Time to submit
- Interview-to-offer ratio
- Client satisfaction and candidate experience measurement
- Cost per hire

8. 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

9. Pierpoint

Website: www.pierpoint.com

Pierpoint is the premier provider of cost-efficient recruitment solutions that include RPO/VSP (vendor service program), hybrid, on-demand partial cycle and full life cycle, and supplemental sourcing solutions to the high-tech community and beyond. The company specializes in technology recruitment and carries a great depth of resources and the proven capability to recruit globally. Engagements are custom tailored to support a wide inventory of requirements with success stemming from seasoned leadership, veteran recruiters, and responsibly structured programs with an average CPH across industries of 8-10 percent of base salary. Pierpoint is also a fully minority owned organization.

Services

- RPO services and VSP (vendor services provider)
- Hybrid, on-demand partial cycle and full cycle
- Container model
- 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. Talent Fusion by Monster

Website: www.talentfusion.com

Talent Fusion by Monster™ is a leading global provider of talent acquisition and management services that provides flexible, fully customizable solutions and services to help fulfill growing business and talent demands. Talent Fusion's team is made up of industry experts dedicated to developing a recruiting strategy that addresses specific hiring needs—whether it's workforce expansion, hiring business-critical talent, or building a pro-active sourcing strategy. The company also has several programs that are ready to deliver optimal recruiting solutions, including sourcing, on-demand recruitment and enterprise solutions.

Services:

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

Most important metrics:

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

11. Decision Toolbox

Website: www.dtoolbox.com

Decision Toolbox's primary business is on-demand RPO. The company is a women-owned business, certified by WBENC and has a proprietary structured process, set of decision support tools, and ATS/CRM (Recruiting Machine™), which is deployed for every client engagement.

Services:

- On-demand RPO
- Opportunity branding
- Talent sourcing
- Candidate evaluation
- Candidate/client interview facilitation
- Reference checking
- Background check facilitation

- Offer negotiation and presentation
- Hourly sourcing, research, and ad-hoc recruitment as directed by the client
- Use of Recruiting Machine as the client's internal ATS/recruitment platform

Most important metrics:

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

Midsize Deal Provider Leaders

Provider				Overall Score
1. Novotus				556.97
2. PPR Talent Management Group				522.20
3. EG Workforce Solutions				467.34
4. Advantage xPO				465.45
5. AMN Healthcare				460.18
6. Clinical Magnet				431.00
7. PrincetonOne				427.05
8. Career International				419.68
9. Pierpoint				409.59
10. Talent Fusion by Monster				395.08
11. Decision Toolbox				385.78

Enterprise RPO Provider Leaders

1. Korn Ferry Futurestep

Website: www.kornferry.com/futurestep

Korn Ferry Futurestep specializes in high-impact recruitment solutions and offers fully customized, flexible strategies to help organizations meet specific talent acquisition needs. As a division of Korn Ferry, Futurestep can meet a variety of talent requirements—from RPO and project recruitment, to professional search and consulting—to deliver talent with impact and provide the experience and global reach to identify, attract, and retain the people who drive business success.

Services:

- Recruitment process outsourcing (RPO): end-to-end RPO solutions on a global and local scale.
- Project recruitment: outsourced recruitment solutions

scaled for business impact.

- Professional search: retained for professional-level talent.
- Employer branding: brand strategy and proposition development to define an organization’s EVP across a variety of channels.
- Talent consulting

Most important metrics:

- Quality of hire
- Manager satisfaction
- Time to source, process, and offer
- Cost per hire
- Candidate satisfaction
- Diversity of candidate slate
- Pipeline quality

2. Cielo (Formerly Pinstripe & Ochre House)

Website: cielotalent.com

Cielo is the world's leading strategic Recruitment Process Outsourcing (RPO) partner. 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 1,400 employees, serving 130 clients across 69 countries in 32 languages.

Services:

- Enterprise, co-sourcing, 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
- Manager satisfaction
- Time to source, process, and offer
- Cost per hire
- Candidate satisfaction
- Diversity of candidate slate • Pipeline quality

3. Alexander Mann Solutions

Website: www.alexandermannsolutions.com

Alexander Mann Solutions is a leading talent acquisition and management firm, with more than 3,000 staff around the world that serves more than 70 outsourcing client partners and consults with hundreds more. It delivers services to clients across a range of industry sectors, including business and professional services, defense, engineering, manufacturing, energy, healthcare and life services, retail, technology, media, and telecommunications.

Alexander Mann Solutions' primary offerings are talent acquisition and management solutions that focus on finding, engaging and securing talent.

Services:

- RPO and MSP services: total workforce solutions and permanent workforce solutions
- Full process solutions: enterprise RPO; RPO Accelerate; project RPO and resourcing augmentation
- Single process permanent workforce services: candidate sourcing and talent acquisition administration
- Internal workforce service: redeployment and outplacement, including services designed around specialist assessment and tools, leading edge technologies, and career coaching
- Flexible workforce solutions

- Campus and school leaver
- Executive talent acquisition
- Consulting Services: strategic workforce planning and talent strategy and technology consulting
- Brand and creative consulting: build creative branding programs that are rooted in market research and competitive intelligence; research, plan and buy media globally and across every platform; ensure their candidates have the best and most positive experience as they move through the hiring process; and deliver programs with dedicated project management.
- Workforce insight and analytics
- Insights Lab
- Assessment consulting
- Diversity and flexible working
- Emerging talent

Most important metrics:

- Candidate quality
- Candidate and hiring manager experience
- Business outcome
- Attrition reduction
- Performance improvement
- Time to productivity in role
- Diversity

4. PeopleScout, A TrueBlue Company

Website: www.peoplescout.com

PeopleScout, a TrueBlue company, is a trusted global recruitment process outsourcing (RPO) provider offering full-service support in nearly every industry and skill vertical. Headquartered in Chicago, Illinois, and Sydney, Australia, PeopleScout provides cost-effective delivery of scalable, integrated and highly customized solutions to over 70 countries worldwide. PeopleScout's catalog of innovative RPO solutions includes enterprise, full cycle, partial cycle and project RPO as well as Recruiter On-Demand™, a contract recruitment solution. Value-added services and standalone options include NextLevel Candidate Care™, veteran hiring support, employer branding, Springboard™ ATS and CRM systems, strategic workforce planning, HigherInsights™ reporting and analytics, and consulting.

PeopleScout has repeatedly been honored as an RPO industry leader, including 10 straight years on *HRO Today's* RPO Baker's Dozen list.

Services:

- Customized solutions: Full RPO; partial RPO; project RPO; global RPO; Recruiter On-Demand™ contract recruitment; Higher Insights™ analytics; veteran

recruitment solutions; employer branding; mobile optimization; workforce planning; consulting; 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: Higher Insights™ reporting analysis; microsite development; third-party vendor management; proprietary ATS and CRM; talent community technology; talent community strategic planning and execution; system integration; PeopleCorner career advice blog

Most important metrics:

- Time-to-fill for non-class based hires and fill ration 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 rates
- Time to process and turnover/retention

5. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Allegis Global Solutions is a leader in global talent solutions. To date, we support clients in more than 60 countries through regional hubs, matching our great people with businesses seeking to optimize their permanent and contingent workforce. We deliver scalable, flexible and customized solutions, shaped around our clients' unique business requirements and culture. We draw upon decades of industry expertise and market insight to design strategies that work. We develop innovative tools, products and processes that deliver results. And we do all this better than anyone else. Our passion for talent is the driving force behind everything we do. We live to match exceptional organizations with outstanding people. By creating a culture devoted to great talent, we can deliver client-focused solutions that make a difference for businesses the world over.

Services:

- RPO: talent acquisition strategy development; full recruitment lifecycle delivery; employer branding services; candidate pipeline development; market and competitor research; technology advisement and solutions; candidate management; recruitment administration services; training (recruitment, diversity, compliance)
- cRPO
- MSP
- Services procurement

Most important metrics:

- Manager satisfaction
- Class fulfillment
- Quality of hire
- Candidate slate quality
- Cycle time
- Agency management
- Diversity spend
- Invoicing accuracy

6. Randstad Sourceright

Website: www.randstadsourceright.com

Randstad Sourceright is the global talent leader, providing strategies, expertise and solutions that enable companies to achieve a human intelligence advantage. Our proven approach recognizes that people are the future of any organization, and that a deep understanding of talent yields a powerful force for business transformation. From an industry leading talent analytics platform, to a global employer brand practice, innovative recruiting strategies and outplacement services, Randstad Sourceright brings capabilities that span all types of talent to deliver quantifiable impact. Key solutions include recruitment process outsourcing (RPO), managed services programs (MSP), integrated talent solutions and career transition services.

Services:

- Integrated talent solutions: holistic management of talent acquisition, encompassing traditional employees, contingent workforce suppliers and independent contractors, delivered via 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 delivery measurable results in performance and business impact.
- Managed services provider (MSP): management of the contingent and independent contractor workforce and suppliers
- Payrolling and independent contractor solutions: independent contractor risk assessment services, compliance management (ICCM) and

professional payrolling.

- Integrated talent advisory services: workforce planning, strategic sourcing, employer branding, talent engagement and community management, diversity consulting, assessment and analytics.

Most important metrics:

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

7. WilsonHCG

Website: 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's global headquarters is located in Tampa, Florida. While optimizing clients' talent strategies is essential, WilsonHCG recognizes the relationships it develops lead to the results its clients realize.

Better People, Better Business.®

Services:

- Recruitment process outsourcing: enterprise and project

- Talent consulting: employment branding; strategy assessment and operating model design; workforce planning; HR technology assessment; RfX development
- Executive search: executive hiring and market research services
- Contingent talent solutions: temporary staffing and permanent placement

Most important metrics:

- Quality of hire
- Employment brand scorecard
- Candidate satisfaction
- Hiring manager satisfaction
- Diversity and inclusion
- Talent retention
- Speed to hire • Cost reduction
- Compliance effectiveness • Fill rates
- Data/reporting accuracy • Source of hire

8. Pontoon

Website: www.pontoonsolutions.com

Pontoon is a global HR outsourcing company specializing in improving an organization's workforce; including contingent, permanent and statement of work. We manage the contingent supply chain on behalf of our clients and recruit and onboard permanent hires. The tactics employed by Pontoon result in significant cost savings and revenue improvement, increased worker quality, unparalleled visibility and greater compliance. A division of Adecco with operations in nearly 100 countries and around 1,500 colleagues worldwide, the Jacksonville, Florida-based organization delivers solutions to more than 150 industry-leading companies.

Services:

- Sourcing: Market intelligence research/talent mapping; sourcing strategy design; job description/profile creation and review; employer branding/recruitment marketing; traditional sourcing/job distribution; social media

strategy (creation and sourcing); mobile recruitment; pipelining/candidate relationship strategy

- Additional Services: Diversity programs; military sourcing; grassroots campaigns; alumni programs; campus recruiting; employee referral programs

- Recruiting and assessment: Resume screening; candidate initial screening/interview; interview coordination; background check coordination; comprehensive assessment; offer management; onboarding/offboarding

Most important metrics:

- Cost per hire
- Time to present (successful candidate)
- Time to fill
- Candidate to-offer ratio
- New hire retention/turnover
- Candidate quality
- Hiring manager satisfaction

9. Seven Step

Website: www.sevensteprpo.com

Seven Step is a recognized leader in recruitment process outsourcing. We help companies across the globe overcome their talent acquisition challenges and gain a lasting competitive hiring advantage. We specialize in the tough stuff. Seven Step understands what the "hard" in hard-to-fill really means, and excels at helping companies solve their most difficult challenges associated with highly specialized hiring, high volume hiring, hiring volatility, difficult geographies, and ineffective recruitment processes.

Our specialized teams leverage Lean methodology and an extensive proprietary recruitment training program to deliver highly reliable and ever-improving recruitment results. Seven Step's recruitment

culture is unlike any other: energetic, collaborative, innovative and most importantly, obsessed with client satisfaction. This relentless focus on customer service has been recognized by *HRO Today's* Baker's Dozen client satisfaction survey six years running. Our advancements in the science of candidate attraction, talent communities, social recruiting, and recruitment analytics have been recognized in the industry as leading best practices. Our expertise includes a broad range of industries: airlines, automotive, banking, biotechnology, consumer products, healthcare, insurance, manufacturing, pharmaceutical, technology, and retail. Our geographic reach includes service delivery in over 50 countries with on and offsite delivery and multi-lingual capabilities.

Services:

- Enterprise RPO
- Project RPO
- Extension RPO staff augmentation
- Talent AI™ recruitment analytics
- Recruitment training
- Employment branding and marketing
- Talent community development
- Career site optimization
- Customized sourcing
- Diversity recruiting
- University recruiting

Most important metrics:

- Hiring manager satisfaction
- Candidate satisfaction
- Quality of hire
- Retention
- Time to fill
- Submits to hire
- Diversity candidates
- Submits to interview
- Source of hire

10. IBM Kenexa Recruitment Services

Website: www.ibm.com

IBM Kenexa Recruitment Services manages over 70 RPO programs, producing over 105,000 client hires annually. Its cognitive recruiting tools generate predictive hiring insights that show how likely candidates are to succeed within the workplace, as well as social listening tools that provide real-time insights from candidates, the market and competitors regarding how jobseekers perceive client brands. Through recruiter dashboards, IBM Kenexa Recruitment Services predicts the level of difficulty entailed in fulfilling each hiring request. It also offers holistic talent and engagement solutions and services that cover a spectrum of workforce needs—from HR transformation services to employment branding, applicant tracking technology and formal assessments, we provide expertise covering how to recruit, how to

recognize top performers and how to leverage technology to streamline and provide visibility across the entire hiring process.

Services:

Consulting services: talent acquisition transformation; ATS selection and optimization; analytics; social media strategy development; recruitment messaging and candidate attraction strategies; CRM positioning and optimization; and business systems

- RPO program design, implementation and management
- Cognitive recruiting and analytics solutions
- Long-term and project-based RPO services
- Supplier transition services
- Change management
- Process mapping
- Market research
- Candidate sourcing
- Diverse recruiting strategy

development and tracking

- Employment
- Career site optimization
- Assessment solutions
- Coordination/scheduling of candidate interviews
- Onboarding and onboarding support
- Employee engagement and onboarding surveys
- Recruitment/ATS technology

Most important metrics:

- Time to source
- Time to fill
- Submit-to-interview rate
- Interview-to-offer rate
- Offer acceptance rate
- Cost per hire
- Client satisfaction
- Quality per hire

11. Hudson RPO

Website: www.HudsonRPO.com

Hudson RPO specializes in recruiting professional-level candidates for mid- to large-cap multinational 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 proprietary technology, processes, and tools.

Services:

- Full and partial service RPO
- Recruitment projects

- Team augmentation
- Contingent workforce solutions
- Blended permanent and contingent solutions
- Executive search
- Recruitment consulting services
- Branding and sourcing innovation

Most important metrics:

- Quality of hire
- Cost per hire
- Hiring manager and candidate satisfaction
- Time to fill
- Sourcing analytics
- Diversity
- Conversion metrics

12. Yoh

Website: www.yoh.com

Yoh delivers talent, recruitment process outsourcing (RPO), managed services (MSP) and so much more. Whether it's finding top talent, managing a complex labor program or developing recruiting solutions to provide critical talent, Yoh uses a vast network of resources to help clients uncover what they're looking for.

Services:

- Recruitment process outsourcing: end-to-end, full-cycle RPO; short term/project RPO; limited/point-of-service RPO; on-demand RPO; and workforce planning and consulting.
- Contingent labor
- Managed and outsourced solutions: managed services provider (MSP); payroll services; independent contractor

compliance; Statement of Work (SOW); and vendor management system (VMS).

Most important metrics:

- Time to submit
- Time to fill
- 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

13. 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, its scalable, recruitment process outsourcing (RPO) solution can augment, compliment, or transform the hiring process. Agile•1 has expertise in the practice areas of: manufacturing, technology, healthcare, retail, and call centers.

Services:

- Recruitment process outsourcing (RPO): project RPO; end-to-end RPO; blended RPO/MSP solutions; recruitment marketing and employment brand solutions; contract recruiting solution; and freelancer management.
- Managed service programs (MSP)
- ICC solutions
- SOW solutions
- Payrolling solutions
- Workforce technology solutions VMS and ATS
- Talent community development

- Supplier relationship management technology

Most important metrics:

- Cost
- Time to fill
- Time to start
- Employee referrals
- Diversity hires
- Offer efficiency
- Submittal-to-accept ratio
- Number of positions filled
- Source of hire
- Data compliance

Overall Enterprise RPO Leaders

Provider				Overall Score
1. Korn Ferry Futurestep				777.55
2. Cielo (Formerly Pinstripe & Ochre House)				748.78
3. Alexander Mann Solutions				724.28
4. PeopleScout, A TrueBlue Company				705.43
5. Allegis Global Solutions				693.48
6. Randstad Sourceright				681.04
7. WilsonHCG				626.28
8. Pontoon				625.91
9. Seven Step				602.05
10. IBM Kenexa Recruitment Services				598.76
11. Hudson RPO				568.80
12. Yoh				561.27
13. Agile1				560.49

Enterprise RPO Breadth of Service Leaders

Provider				Breadth of Service
1. Cielo (Formerly Pinstripe & Ochre House)				23.58
2. Korn Ferry Futurestep				21.20
3. Allegis Global Solutions				21.00
4. Pontoon				20.30
5. Alexander Mann Solutions				19.40
6. PeopleScout, A TrueBlue Company				19.13
7. Seven Step				18.82
8. Hudson RPO				18.62
9. WilsonHCG				18.00
10. Agile1				17.35
11. Randstad Sourceright				16.92
12. Yoh				16.08
13. IBM Kenexa Recruitment Services				16.00

Enterprise RPO Size of Deal Leaders

Provider				Size of Deals
1. Allegis Global Solutions				6.83
2. PeopleScout, A TrueBlue Company				6.58
3. Cielo (Formerly Pinstripe & Ochre House)				6.32
4. Alexander Mann Solutions				6.27
5. IBM Kenexa Recruitment Services				6.10
6. Korn Ferry Futurestep				6.00
7. Yoh				5.83
8. Pontoon				5.70
9. Randstad Sourceright				5.42
10. Hudson RPO				5.00
11. Agile1				4.88
12. WilsonHCG				4.69
13. Seven Step				4.36

Enterprise RPO Quality of Service Leaders

Provider				Quality of Service
1. Korn Ferry Futurestep				351.10
2. Cielo (Formerly Pinstripe & Ochre House)				335.37
3. Alexander Mann Solutions				327.10
4. PeopleScout, A TrueBlue Company				318.24
5. Allegis Global Solutions				310.95
6. Randstad Sourceright				308.80
7. WilsonHCG				282.09
8. Pontoon				279.72
9. IBM Kenexa Recruitment Services				270.14
10. Seven Step				270.00
11. Hudson RPO				254.12
12. Yoh				252.31
13. Agile1				251.22

Overall Healthcare RPO Leaders

Provider				Overall Score
1. Cielo (Formerly Pinstripe & Ochre House)				794.84
2. PPR Talent Management Group				630.33
3. Agile1				606.84
4. Seven Step				600.73
5. Clinical Magnet				508.58
6. AMN Healthcare				506.18