

# 2016 Baker's Dozen Customer Satisfaction Ratings: Recruitment Process Outsourcing: EMEA & 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 analyse 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.

Whilst we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

*Editor's note: This Baker's Dozen list was announced for 2016 at the HRO Today Forum EMEA in Scotland.*

## Overall APAC Leaders

Provider	Overall Ranking
Korn Ferry Futurestep	813.64
Alexander Mann Solutions	806.67
Hudson RPO	673.20
PeopleScout, A TrueBlue Company	599.95
Allegis Global Solutions	444.10
Career International	420.10

## APAC Breadth of Service Leaders

Provider	Breadth of Service
Alexander Mann Solutions	22.60
PeopleScout, A TrueBlue Company	22.20
Korn Ferry Futurestep	21.29
Hudson RPO	19.20
Allegis Global Solutions	18.67
Career International	17.25

## APAC Size of Deal Leaders

Provider	Size of Deals
Korn Ferry Futurestep	6.86
Alexander Mann Solutions	5.80
Hudson RPO	5.60
PeopleScout, A TrueBlue Company	5.40
Allegis Global Solutions	5.00
Career International	4.38

## APAC Quality of Service Leaders

Provider	Quality of Service
Korn Ferry Futurestep	367.93
Alexander Mann Solutions	363.90
Hudson RPO	303.16
PeopleScout, A TrueBlue Company	265.92
Allegis Global Solutions	194.70
Career International	184.63

## Overall EMEA Leaders

Provider	Overall Ranking
Alexander Mann Solutions	663.73
Cielo (Formerly Pinstripe & Ochre House)	641.74
Korn Ferry Futurestep	593.49
WilsonHCG	541.03
Pontoon	528.95
IBM Kenexa Recruitment Services	480.28

## EMEA Breadth of Service Leaders

Provider	Breadth of Service
Cielo (Formerly Pinstripe & Ochre House)	22.50
Pontoon	21.25
Korn Ferry Futurestep	20.33
Alexander Mann Solutions	19.33
WilsonHCG	19.00
IBM Kenexa Recruitment Services	17.00

## EMEA Size of Deal Leaders

Provider	Size of Deals
Alexander Mann Solutions	6.83
Cielo (Formerly Pinstripe/Ochre House)	5.33
IBM Kenexa Recruitment Services	5.33
WilsonHCG	5.25
Pontoon	5.00
Korn Ferry Futurestep	4.67

## EMEA Quality of Service Leaders

Provider	Quality of Service
Alexander Mann Solutions	298.13
Cielo (Formerly Pinstripe & Ochre House)	285.60
Korn Ferry Futurestep	264.60
WilsonHCG	240.50
Pontoon	233.01
IBM Kenexa Recruitment Services	213.17