2017 Baker's Dozen Customer Satisfaction Ratings: Managed Service Programs

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 10 responses from eight companies. We reached out to more than 25 providers of managed service programs.

In order to determine an overall ranking, we analyze results across three subcategories: features 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.

1. PeopleScout

Website: peoplescout.com

PeopleScout, a TrueBlue company, is trusted by businesses in North America and around the world for recruitment process outsourcing (RPO), being a managed service provider (MSP) and blended total workforce solutions. PeopleScout delivers scalable, integrated and customized staffing solutions to more than 70 countries worldwide, with offices in Chicago, Charlotte, Sydney, Krakow, Gurgaon, Beijing, Toronto, and Montreal. PeopleScout is a recognized leader in innovative talent management solutions, repeatedly honored as an RPO and MSP industry leader. Learn more at peoplescout.com.

Key functionalities

- Managed service provider (MSP) solutions
- Recruitment process outsourcing (RPO)
- Total workforce solutions, blending RPO and MSP services
- SOW, managed and outsourced services procurement
- On- and off-site support
- VMS configuration and administration
- End-user, supplier and workforce training
- Workforce performance and compliance management
- Risk and compliance management
- Enterprise wide reporting and business analytics
- Comprehensive program governance
- End-to-end supplier strategy, sourcing, and management
- Diversity supplier program management
- Workforce planning and optimization
- Independent contractor (1099) administration
- Worker classification support and payroll management
- Employment eligibility verification
- Consolidated invoicing
- Rate intelligence and workforce planning
- Service level agreement management and attainment
- Candidate care solutions
- ATS, CRM, talent community and pipeline development
- Veteran counseling and hiring initiatives
- HR outsourcing (HRO)
- Flexible, on-demand contract recruiting
- Business intelligence reporting
- Employer branding
- Strategy consulting

Most important metrics to clients:

- Hard and soft cost savings
- Order fulfillment
- Quality of worker/hire
- Contract and audit compliance
- Supplier performance
- Cost per hire

2. Pontoon Solutions

Website: www.pontoonsolutions.com

Pontoon drives the acquisition of permanent talent and manages contingent and project workforce on behalf of an organization. We ensure a superior candidate experience and maximize employer brand. We provide efficiency, flexibility and scalability. We manage and optimize supplier partnerships and leverage the best workforce technologies. We manage risk and give full visibility of an organization's talent.

Proudly part of The Adecco Group – the world's leading provider of workforce solutions and a Fortune Global 500 company – the Pontoon team supports clients across the globe in over 100 countries.

Services:
Talent advisory
• Employer branding
• Sourcing
• Strategy
• Technology

Contingent talent solutions
• MSP
• SOW
• Direct sourcing

Permanent talent solutions
• Enterprise RPO
• Project RPO
• Resource on Demand

Most important metrics to clients:
• Voice of the customer
• Turnover
• Voice of the supplier
• SLA reporting
• On time fulfillment
• Onboarding compliance
• Diversity tracking
• Bill rate management
• Cancelled requirements
• On time order renewal for extensions

3. Bartech/Guidant Group

Website: www.bartechgroup.com

Bartech, Guidant Group and its parent company Impellam Group provide managed services in over 40 countries. They offers actionable strategies for today's most complex global workforce management challenges through a highly personalized approach with clear and measurable benefits. This strategic combination offers a powerful global approach from local experts to deliver the contingent workforce solutions clients have been searching for. Bartech, Guidant Group's vision is to be the world's most trusted provider—trusted by its people, clients and investors in equal measure.

Services:
• Managed service provider (MSP)
• Total talent management

• Independent Contractor (IC) vetting and agent of record
• Statement of work (SOW), sourcing, and management
• Services procurement
• Profile/Identity management
• Recruitment process outsourcing (RPO)
• Business process outsourcing (BPO)
• Consulting services
• Payroll services

Most important metrics to clients:
• Cost savings
• Customer satisfaction
• Placement timing (time to fill)
• Rate management
• Retention rate
• Metrics (compliance, reporting/visibility, efficiency/effectiveness)

4. Agile·1

Website: www.agile-1.com

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

Services:
• Recruitment process outsourcing (RPO)
• Blended MSP/RPO solutions
• ICC solutions
• SOW solutions
• Payrolling solutions
• Workforce technology solutions VMS and ATS

(acceleration)
• Alumni solutions
• Supplier relationship management technology

Most important metrics:
• Quality
• Cost savings and cost avoidance
• Diversity spend
• Requisition activity
• Supplier performance
• Program performance
• Order fulfillment
• On-time fulfillment
• Headcount
• Overtime
• Hiring manager satisfaction
• Spend trends/analysis
• Rate card compliance
• Assignment longevity/tenure
• Cycle times
• Turnover/attrition
• Contractor classification: ICC, SOW, W-2 /payroll

5. AMN Healthcare

Website: www.AMNHealthcare.com

AMN Healthcare enables providers to successfully navigate the evolving healthcare environment. It attracts and recruits the most comprehensive offering of clinicians and physicians. Headquartered in San Diego, CA, and with more than 18,000 corporate team members and clinicians working throughout the U.S., 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 and telehealth – pharmacy, 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 to clients:
• Fill rate (time to fill, time to start)
• Cancellation rate
• DNS rate (quality of hire)
• On-time start rate (timeliness of hire)
• Profile conversion
• Profile turnaround time (speed to market)
• Cost savings (spend, diversity spend)

6. Geometric Results, Inc. (GRI)

Website: www.GeometricResultsInc.com

Geometric Results, Inc. (GRI), the world's largest independent managed services provider, manages more than $4 billion in contingent workforce spend. Its conflict-free staffing supplier and VMS technology position allows it to meet the multi-faceted non-employee labor needs of the world's largest and most complex companies. Its workforce solutions address contracting, supplier management, payment services, and advanced analytics. GRI supports clients in more than 60 countries with customized total workforce solutions combining non-traditional talent sources with unrivaled services procurement expertise.

Services:
• *Program management solutions:* strategic account planning; standard operating procedures; program workbook and roadmap; VMS partner relationship management; status meetings; communication strategy; program performance management (best-in-class); rate management; and manager surveys

• *Supplier management solutions:* supplier performance reviews; supplier rationalization strategy; supplier audits; supplier forums; and supplier surveys

• *Comprehensive reporting solutions:* executive dashboards enabled by STARSTM analytics solution; quarterly business reviews and executive business reviews; monthly operating reports; reporting matrices; SLA reporting; and cost-savings tracking

• *Next-generation solutions:* Procurement of Outsourced Projects and Services (PrOPS); Talent Cloud solution; Staffing Transparency Analytics and Reporting System (STARS) Methodology for Continuous Improvement; and the Platinum Preferred Partner (P3) supplier program

Most important metrics to clients:
• Time to submit; time to fill; fill ratio
• Percentage of competitive sourcing
• Rate card compliance; cost savings
• Contractor quality
• Submittal-to-hire ratio
• Percentage of spend under management
• Supplier satisfaction; supplier responsiveness
• Customer satisfaction (NPS)

7. Advantage xPO

Website: www.advantagexpo.com

Advantage xPO is the workforce solution arm to Advantage Resourcing. We focus on long-term relationships with our clients by being nimble and scalable. Every solution is customized to meet their specific needs.

Services:

• RPO (end-to-end), partial, project)
• MSP
• BPO
• IC/SOW compliance and management
• Payrolling

Most important metrics to clients:
• Customer satisfaction
• Cost reduction
• Compliance
• Retention
• Cycle time (time to submit, time to hire, time to offer)
• Diversity

8. Yoh

Website: yoh.com

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

Services:

Staffing services
• Contingent
• Contract-to-hire
• Direct

Managed and outsourced solutions
• Managed services provider (MSP)
• Payroll management
• Recruitment process outsourcing (RPO)
• Independent contractor compliance
• Statement of work (SOW)
• Vendor management system (VMS)

Federal services
• Information technology
• Cyber security
• Intelligence
• Security management
• Program management

Most important metrics to clients:
• Customer satisfaction
• Time-to-hire
• Submittal ratios
• Vendor performance metrics
• Cost savings
• Turnover
• Invoice timeliness/accuracy

9. Superior Group

Website: www.superiorgroup.com

Founded in 1957, Superior Group provides agile workforce and productivity solutions organized into three complementary categories: People, Process, and Outsourcing. Superior's people services include contingent staffing, direct placement, payrolling, recruitment process outsourcing, and executive search services. The Group's strategic process services enhance productivity, compliance, and cost savings through web-enabled managed service programs (MSPs), vendor management systems (VMS), recruitment process outsourcing (RPO), and independent contractor compliance programs. Outsourcing solutions include CAD, IT, and risk management. Superior maintains offices throughout North America, as well as in South America, Europe, Africa, and Asia.

Services:

Process solutions
• Managed service programs (MSP)
• Vendor management systems (VMS)
• Recruitment process outsourcing (RPO)
• Independent contractor compliance programs (ICCPs)

People solutions
• Contingent labor staffing services
• Payrolling services
• Direct placement services
• Executive search services

Outsourcing solutions
• CAD outsourcing
• Training services
• IT outsourcing

Most important metrics to clients:
• Submittal and manager activity follow-ups
• Supplier T&C compliance/auditing
• Time to fill and hire
• Acceptance to start
• Attrition
• Billing accuracy
• Cost savings
• Customer satisfaction

10. Cross Country Healthcare

Website:
www.crosscountrystaffing.com

Cross Country Healthcare, CCH, a public company (NASDAQ:CCRN), is the parent company of Cross Country Staffing. CCH has been operating as a staffing organization for over 40 years, with 19 years of strategic workforce management experience, inclusive of clinical managed services provider (MSP) solutions. We offer Clinical MSP solutions to over 70 large-system MSP contracts, providing services to more than 2,000 facilities, 93 percemt of which are magnet hospitals.

Services:
• Assignment analysis
• Cost estimates
• Clinical managed service provider (MSP) business model
• Vendor management system (VMS)
• Staffing Genius, a proprietary predictive analytics tool that forecasts short-term census and staffing openings
• Interview services (IVS) program
• Internal and regional resource pools (IRP & RRP) to leverage the clustering of locations and allow for cross facility floating and sharing of availability
• Central staffing offices (CSO)

to optimize facility/cross-facility staffing
• Electronic medical record (EMR) transition staffing
• Recruitment process outsourcing (RPO)
• Optimal workforce solutions (OWS)

Most important metrics to clients:
• Utilization since inception
• Utilization in reporting period
• Travel performance fill metrics
• Per diem fill metrics
• HCP performance evaluations and satisfaction surveys
• Walks and terms
• Do not returns (DNRs)
• Program savings

11. Zero Chaos

Website: www.zerochaos.com

ZeroChaos is a global provider of workforce management solutions that help organizations achieve greater management and financial control of their workforce and talent supply chains. ZeroChaos' award-winning solutions, including its vendor-neutral managed services program, enable procurement and human resources to improve visibility into contingent labor spend and talent pools, effectively manage and optimize contingent workforce program performance,

and mitigate risks. Headquartered in Orlando, ZeroChaos has global operations in the Americas, Europe, and Asia.

Services:
• Managed services provider (MSP) program
• Vendor management system (VMS) options
• Professional services, including services procurement
• Employer of record payroll services
• Independent contractor evaluation and validation
• Employment screening services

• Private label solutions
Most important metrics to clients:
• Cost savings
• Rate card or target rate compliance
• Market rate analysis
• Supplier scorecards
• Requisition to candidate cycle times
• Pre-fill requisitions
• Candidate interview to hire
• Turnover

12. Acro Service Corporation

Website: www.acrocorp.com

Acro Service Corporation is among the top 50 staffing firms in the U.S. and a globally recognized leader of workforce management solutions. Acro provides MSP, VMS, RPO, IC compliance, and staff augmentation services, and delivers talent across all job categories, including administrative, light industrial, IT, skilled professional, skilled labor, technical, medical, and more. Acro helps companies gain visibility and control of contingent workforce spend, while reducing costs, streamlining processes, and increasing regulatory compliance. What sets Acro apart is its steadfast dedication to exceptional client service and delivering highly customized solutions for each client. Acro is also proud to be one of the largest minority-owned companies in the contingent workforce industry.

Services:
Outsourcing & consulting solutions
• Managed service provider (MSP)
• Vendor management system (VMS)
• Independent contractor compliance and risk management
• Program project sourcing

Staffing solutions
• Staff augmentation
• Contract-to-hire
• W-2 and 1099 pre-identified candidate engagement services
• Direct placement

Technology solutions
• IT consulting
• Mobility solutions
• Workforce technology solutions

Most important metrics:
• Response rate
• Response time
• Fill ratio
• Retention rate
• Onboarding
• Failure to start
• Customer manager satisfaction
• Financial accuracy

Overall Leaders

Provider	Overall Score
1. PeopleScout	**613.15**
2. Pontoon Solutions	611.15
3. Bartech/Guidant Group	555.60
4. Agile·1	551.95
5. AMN Healthcare	549.70
6. Geometric Results, Inc. (GRI)	516.61
7. Advantage xPO	509.23
8. Yoh	505.44
9. Superior Group	498.64
10. Cross Country Healthcare	490.86
11. Zero Chaos	436.67
12. Acro Service Corporation	436.46

Breadth of Service Leaders

Provider	Breadth of Service
1. PeopleScout	**21.54**
2. Pontoon Solutions	20.80
3. Bartech/Guidant Group	18.82
4. Advantage xPO	17.22
5. Yoh	16.71
6. Acro Service Corporation	16.60
7. Geometric Results, Inc. (GRI)	16.00
8. Superior Group	15.55
9. Agile·1	15.43
10. Cross Country Healthcare	13.88
11. AMN Healthcare	13.80
12. Zero Chaos	13.71

Size of Deals Leaders

Provider	Size of Deals
1. Superior Group	**6.27**
2. Geometric Results, Inc. (GRI)	6.15
3. PeopleScout	6.00
4. Cross Country Healthcare	6.00
5. Pontoon Solutions	5.80
6. AMN Healthcare	5.70
7. Agile·1	5.57
8. Yoh	4.93
9. Acro Service Corporation	4.80
10. Zero Chaos	4.65
11. Bartech/Guidant Group	4.45
12. Advantage xPO	4.44

Quality of Service Leaders

Provider	Quality of Service
1. PeopleScout	**272.54**
2. Pontoon Solutions	272.25
3. AMN Healthcare	248.69
4. Agile·1	248.49
5. Bartech/Guidant Group	247.85
6. Geometric Results, Inc. (GRI)	231.00
7. Advantage xPO	227.07
8. Yoh	225.51
9. Superior Group	222.77
10. Cross Country Healthcare	220.51
11. Zero Chaos	195.29
12. Acro Service Corporation	192.80