

2017 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. 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.

Although 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.

1. 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 customised 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 2,000 employees, serving 143 clients across 91 countries in 33 languages.

Services:

- Enterprise, co-sourcing and project RPO solutions
- High-volume hiring RPO solutions
- Total talent acquisition solutions
- Strategic and executive search solutions
- HR technology services
- Employer branding solutions
- Recruitment marketing services

- Social media services
- Workforce planning
- Resource management
- Requisition management
- Sourcing
- Screening
- Recruiting
- Selection
- Offer process
- Pre-employment and onboarding
- Process reengineering
- Analytics and reporting
- Strategic advisory services

Most important metrics to clients:

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

2. Alexander Mann Solutions

Website: www.alexandermannsolutions.com

Alexander Mann Solutions delivers a complete blend of recruitment process outsourcing (RPO), contingent workforce services (CWS) and, through its consulting division, Talent Collective, a full range of consulting services. It employs over 3,500 professionals across the world and works with blue-chip clients across multiple sectors and in more than 80 countries and 30 languages.

Services:

- Single process, multi-process or full lifecycle RPO
- Contingent workforce services
- Assessment consulting
- Diversity and flexible working
- Employer branding and candidate experience
- Executive talent
- Insight and analytics
- Market and competitive intelligence

- Strategic workforce planning
- Talent process optimisation and transformation
- Talent strategy
- Talent technology implementation and optimisation
- Training

Most important metrics to clients:

- Quality of hire
- Impact of hires on business performance
- Attrition
- Time to hire/time to offer
- Source channel mix
- Agency performance
- Hiring manager and candidate satisfaction
- New open, active, and filled requisitions
- Candidate representation
- Time to present/submit/start
- Division comparison reporting
- Aging distribution

3. Randstad Sourceright

Website: www.randstadsourceright.com

Randstad Sourceright is a global talent leader, providing strategies, expertise and solutions that enable companies to achieve a human intelligence advantage. Its proven approach recognises that people are the future of any organisation 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 programmes (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 optimise 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 independent contractor workforce and suppliers, increasing quality, reducing costs, and supporting core business goals.

• *Payroll and independent contractor solutions:* an offering to enhance the engagement of free agent talent by improving access, containing costs and

mitigating compliance risks. Services include independent contractor risk assessment services, 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.

Most important metrics to clients:

- 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 and retention

4. Korn Ferry Futurestep

Website:

www.kornferry.com/futurestep

Futurestep develops talent solutions that help organisations to be talent-ready for what's next. As a division of Korn Ferry, the preeminent global people and organisational advisory firm, Futurestep brings direct access to the IP, advisors, and tech to prepare for change across all talent dimensions. Through search, RPO and advisory services, Futurestep

understands, enable and optimises people across the employee lifecycle.

Services:

- *Recruitment process outsourcing (RPO):* end-to-end RPO solutions on a global and local scale.
- *Search:* retained for professional-level talent.
- *Advisory services:* talent acquisition consulting, employer branding.

Most important metrics to clients:

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

5. PeopleScout

Website: www.peoplescout.com

PeopleScout, a TrueBlue company, is trusted by businesses in North America and around the world for recruitment process outsourcing (RPO), managed service provider (MSP) and integrated total workforce solutions. PeopleScout consults with clients to solve complex hiring challenges and to help them achieve their growth and revenue goals. The company provides cost-effective delivery of scalable, integrated and highly customised talent solutions to more than 70 countries worldwide with offices in Chicago, Charlotte, Sydney, Krakow, Gurgaon, Beijing, Toronto and Montreal. PeopleScout was recognised as the No. 1 MSP on *HRO Today's* 2017 MSP Baker's Dozen and as a top RPO provider on the RPO Baker's Dozen and by NelsonHall and Everest Group.

Services:

- Recruitment process outsourcing
- MSP solutions
- Total workforce solutions
- Flexible, on-demand contract recruiting
- Full, partial and project based RPO
- Candidate care solutions
- ATS, CRM, talent community and pipeline development
- Veteran counseling and hiring

initiatives

- HR outsourcing (HRO)
- Business intelligence reporting and analytics
- Employer branding and social media recruitment
- Strategy consulting
- Requisition management
- Sourcing, screening and assessments
- Scheduling, interviewing and pre-employment checks
- Offer and onboarding processes
- Exit interviews
- Third-party vendor management and system integrations
- SOW, managed and outsourced services procurement
- On- and off-site support
- VMS configuration and administration
- End-user, supplier and workforce training
- Workforce performance management
- Risk and compliance management
- Enterprise-wide reporting and business analytics
- Comprehensive programme governance
- End-to-end supplier strategy, sourcing, and management
- Diversity supplier programme management
- Workforce planning and optimisation

- 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

Most important metrics to clients:

- Quality of candidate
- Candidate satisfaction and performance
- Turnover/attrition
- Hiring manager and supplier satisfaction
- Source of hire
- Source of candidates
- Time to fill
- Retention
- Diversity metrics
- Time to submit
- Time to schedule
- Submit to schedule
- Schedule to interview
- Interview to offer
- Offer extended to offer accepted
- Offer accepted to start
- Offer letter accuracy and timeliness
- Time to process
- Timeliness of requisition launch
- Time to provide interview results
- Hard and soft cost savings
- Cost per hire

6. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Allegis Global Solutions is a leader in global talent solutions. To date, it supports clients in more than 60 countries through regional hubs, matching great people with businesses seeking to optimise their permanent and contingent workforces.

Services:

- Talent acquisition strategy development
- Full recruitment lifecycle delivery
- Candidate pipeline development
- Market and competitor research
- Candidate management
- Recruitment administration services
- Training
- RPO
- RPO Flex
- Total talent offering
- Disability recruitment, branding, training

and engagement

- Diversity recruitment
- Campus recruitment
- Recruitment marketing
- Employer branding
- Solutions enabled technology
- MSP and MSP direct
- Service procurement

Most important metrics to clients:

- Hiring manager satisfaction survey
- Candidate experience satisfaction survey
- Candidate attrition tracking
- Intake a slate average time
- Cycle time (time to fill)
- Offer of employment data entry precision
- Recruitment process adherence and compliance
- Diversity of candidate slate
- Candidate quality

7. 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's global headquarters is located in Tampa, Florida. Its global capabilities span six continents and more than 35 countries. Whilst optimising clients' talent strategies is essential, WilsonHCG recognises the relationships it develops lead to the results its clients realise. Better People, Better Business.®

Services:

- *Research and advisory:* Market intelligence services and executive search.

- *Talent consulting:* Employment branding/candidate experience consultation, strategic workforce planning, talent strategy, and operating model design.

- *Technology advisory:* HR technology advisory and assessment, analytics and reporting advisory, and turn-key supplier partnership integrations.

- *Recruitment process outsourcing:* Enterprise RPO, project RPO, multi-country RPO, blended talent solutions, sales recruitment (WilsonSTO®), veteran recruitment, healthcare recruitment, technology recruitment, university recruitment, and diversity and inclusion recruitment.

- *Contingent talent solutions (WilsonCTS):* Permanent placement, contract staffing, and temp-to-perm talent solutions.

- *Shared services:* Candidate pipeline

planning and development, talent pool management, interview scheduling, pre-employment assessment management, resume screening, onboarding, query resolution, references and background check management, offer management, requisition management, technology and reporting management.

- *Talent management:* succession planning, leadership assessment, development of strategic and proactive sourcing methods, consultation and benchmarking analysis on perks, benefits and salary, hiring manager training, and retention strategy consultation.

Most important metrics to clients:

- Productivity
- Quality
- Cost reduction
- Compliance

8. Pontoon Solutions

Website: www.pontoonsolutions.com

Pontoon drives the acquisition of permanent talent and manages contingent and project workforce on behalf of an organisation. They ensure a superior candidate experience and maximise employer brand, providing efficiency, flexibility, and scalability. They manage and optimise supplier partnerships, leverage the best workforce technologies, manage risk, and give full visibility of an organisation's talent. Proudly part of The Adecco Group—the world's leading provider of workforce solutions—the Pontoon team supports clients across the globe in almost 100 countries.

Services:

- Total talent solutions
- *Permanent talent solutions:* Enterprise RPO, RPO Go, and resources on demand.

- *Contingent talent solutions:* MSP, services procurement, and direct sourcing.
- *Talent advisory:* talent strategy, employer brand strategy, talent analytics, and talent technology.
- *Sourcing talent solutions:* talent communities, candidate sourcing, and mobile recruitment.

Most important metrics to clients:

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

9. Resource Solutions

Website: www.resourcesolutions.com

In the 20 years since Robert Walters became the first recruitment consultancy to launch an RPO business, Resource Solutions has redefined how clients find, develop and retain the very best talent. With over 110 onsite teams and yearly recruitment revenues in excess of \$1 billion, Resource Solutions is a global market leader in permanent (RPO) and temporary (MSP) recruitment outsourcing solutions. As part of the Robert Walters Group, Resource Solutions designs and deploys tailored outsourced solutions, with more than 50 clients, spanning from small to midsize enterprises and major blue-chip companies and

teams throughout Europe, Asia, South Africa and North America.

Services:

- Direct recruitment
- Internal mobility
- Referrals
- PSL/agency management
- Talentsource
- Workforce planning
- RPO projects
- Attraction/branding
- Recruitment strategy
- Screening
- Interviews
- Job creation
- Assessment centers
- Offer and onboarding
- Management information (MI)
- Induction and orientation
- Diversity initiatives/CSR

programmes

- Rate card benchmarking
- Salary benchmarking
- Third-party consultancy
- PSL rationalisation
- Marketing consulting
- Training
- Thought leadership and value add
- Innovation
- Market mapping
- Managing change

Most important metrics to clients:

- Quality of candidate
- High-touch experience
- Time to hire
- Talent pipeline
- Time of delivery
- Risk mitigation
- Cost savings
- Cost per hire

10. Hudson RPO

Website: HudsonRPO.com

Hudson RPO specialises 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 our proprietary technology, process and tools.

Services:

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

- Employer branding and sourcing innovation
- Candidate assessments

Most important metrics to clients:

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

11. Sevenstep

Website: www.sevensteprpo.com

Sevenstep is a global leader in recruitment outsourcing annually ranked as a top enterprise RPO provider on *HRO Today's* Baker's Dozen. Known for its unbounded vision and partnership-driven approach, Sevenstep persistently defies industry conventions to provide clients with talent acquisition wins and business performance gains. With a global

delivery footprint spanning six continents, Sevenstep is a nonstop recruitment force determined to push beyond limits and embrace possibilities.

Services:

- Enterprise RPO
- Project RPO
- Blended RPO (perm and/or contingent labour recruitment)
- Data analytics consulting services powered by proprietary platform:

TalentAI™

- Employer branding and attraction

Most important metrics to clients:

- Achieving business goals for revenue and margin through hiring top talent
- Quality of submittal ratios
- Quality of hire ratios
- Hiring manager satisfaction
- Candidate satisfaction
- New hire retention
- Gainsharing programmes

12. Agile•1

Website: www.agile1.com

Agile•1 provides solutions to mitigate and streamline how a company hires workers. This includes temporary, contractors, seasonal, project-based, and direct workers (full/part-time employees). Its proprietary technologies automate the hiring processes across organisations, whilst on-site or remote programmes manage multiple staffing agencies, named resources, project-based workers, or recruitment processes.

Services:

- AccelerationATS (applicant tracking software)
- AccelerationVMS (vendor

management software)

- AccelerationICC (independent contractor compliance)
- AccelerationSOW (statement of work)
- AccelerationJP (candidate sourcing solution)
- MSP (managed services programme)
- RPO (recruitment process outsourcing)
- PPS (professional payrolling services)
- Direct sourcing
- GigSource (freelancer management software)
- DriveSRM (supplier management software)

Most important metrics to clients:

- QECR (Quality Efficiency Cost Risk)
- Cost saving and productivity improvements
- Supplier management and performance optimisation
- Employee retention
- Employment brand and experience
- Candidate experience
- Time to fill
- Talent engagement
- Submittal to interview ratio
- Interview to hire ratio
- On time to request (OTTR) (percentage of requisitions filled on time)
- Onboarding process compliance
- Rate card compliance
- Negative turnover
- Safety
- System up-time

13. Yoh

Website: yoh.com

Yoh is all about delivery. Talent, recruitment process outsourcing (RPO) or managed services (MSP) 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 labour programme or developing recruiting solutions to get organisations the talent they need the most, Yoh is ready, willing and more than able to do whatever it takes to move organisations forward. Using the strength of its vast network of resources to dig deeper, faster, helping clients uncover just what they're looking for—Yoh is out in front, utilising a wide array of

constantly evolving processes, tools and data to present you with insight and talent that prepares you for tomorrow, today.

Yoh helps clients navigate and fulfill talent demands and comprehensive workforce solutions focusing on aerospace and defense, engineering, government, healthcare, life sciences, information technology, and telecommunications. Yoh also fulfills immediate resource needs and delivers managed and outsourced solutions in order to secure the right talent pipelines.

Services:

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

- Contingent labour
- Managed services provider (MSP)
- Payroll services
- Independent contractor compliance
- Statement of work (SOW)
- Vendor management system (VMS)

Most important metrics to clients:

- 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

Overall Enterprise RPO Leaders

Provider	Overall Score
1. Cielo (Formerly Pinstripe & Ochre House)	738.42
2. Alexander Mann Solutions	707.82
3. Randstad Sourceright	696.06
4. Korn Ferry Futurestep	696.00
5. PeopleScout	693.46
6. Allegis Global Solutions	692.96
7. WilsonHCG	663.55
8. Pontoon Solutions	655.17
9. Resource Solutions	579.30
10. Hudson RPO	576.38
11. Sevenstep	574.64
12. Agile•1	572.31
13. Yoh	569.17

Breadth of Service Enterprise RPO Leaders

Provider	Overall Score
1. Cielo (Formerly Pinstripe & Ochre House)	21.00
2. Resource Solutions	19.92
3. Allegis Global Solutions	19.76
4. Alexander Mann Solutions	19.50
5. Hudson RPO	19.50
6. Sevenstep	19.33
7. Korn Ferry Futurestep	19.28
8. Pontoon Solutions	18.44
9. Randstad Sourceright	17.94
10. WilsonHCG	17.27
11. PeopleScout	17.21
12. Yoh	16.00
13. Agile•1	14.92

Size of Deal Enterprise RPO Leaders

Provider	Overall Score
1. Cielo (Formerly Pinstripe & Ochre House)	6.89
2. Alexander Mann Solutions	6.74
3. PeopleScout	6.68
4. Randstad Sourceright	6.50
5. Korn Ferry Futurestep	6.39
6. Pontoon Solutions	5.88
7. Yoh	5.83
8. Agile•1	5.75
9. Allegis Global Solutions	5.41
10. WilsonHCG	5.32
11. Resource Solutions	5.08
12. Hudson RPO	4.93
13. Sevenstep	4.89

Quality of Service Enterprise RPO Leaders

Provider	Overall Score
1. Cielo (Formerly Pinstripe & Ochre House)	332.33
2. Alexander Mann Solutions	319.03
3. Randstad Sourceright	314.77
4. Korn Ferry Futurestep	313.69
5. PeopleScout	314.06
6. Allegis Global Solutions	312.18
7. WilsonHCG	300.22
8. Pontoon Solutions	295.10
9. Resource Solutions	258.04
10. Hudson RPO	257.04
11. Sevenstep	256.36
12. Agile•1	258.54
13. Yoh	256.14