

2018 Baker's Dozen Customer Satisfaction Ratings: Managed Service Programs

By The Editors

HRO Today's Baker's Dozen Customer Satisfaction Ratings 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 to buyers directly through our own mailing lists and indirectly through service providers. Once collected, response data for all providers with a statistically significant sample size are loaded into the HRO Today database for analysis. For this survey, we required 10 responses from seven companies.

In order to determine an overall ranking from this data, 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. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings and are presented in the following tables to demonstrate the relative differences among the ranked service providers.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* discards incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and inaccurate. Otherwise, *HRO Today* has no impact on the survey outcome. While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope the Baker's Dozen Customer Satisfaction Rating provides you some insight into your next RFP process.

1. PeopleScout

Website: www.peoplescout.com

PeopleScout is the world's largest RPO provider managing talent solutions that span the global economy, with end-to-end MSP capabilities that support clients' total workforce needs. The company's thousands of forward-looking talent professionals provide clients with an edge in the people business by consistently delivering what's needed now while anticipating what's next. Affinix™, PeopleScout's proprietary talent acquisition platform, empowers faster engagement with the best talent through an AI-driven, consumer-like candidate experience with one-point ATS and VMS integration and single sign-on.

Services:

- Managed service provider (MSP) solutions
- Recruitment process outsourcing (RPO)

- Total workforce solutions, blending RPO and MSP services
- Affinix™—a proprietary, mobile-first, cloud-based platform
- SOW, managed and outsourced services procurement
- 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
- End-to-end supplier strategy, sourcing, and management
- Comprehensive program governance
- 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
- Flexible, on-demand contract recruiting
- Business intelligence reporting
- Employer branding

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. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Allegis Global Solutions was founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses. The company focuses on understanding clients' challenges and opportunities; strategic thinking and future planning; and then shaping and delivering solutions to meet their unique needs.

Services:

- *Managed services provider/contingent workforce solutions:* Services procurement management (SOW); IC; and payroll management.
- *Recruitment process outsourcing/permanent workforce solutions:* Full-lifecycle recruitment support and internal candidate management.

- *Integrated talent solution:* Holistic approach to managing talent.

- *Advisory services/talent attraction strategy development:* Human capital consulting; workforce optimization; and business analytics.

Most important metrics to clients:

- Manager satisfaction
- Bill rate management
- Time-to-fill
- First time quality
- Successful placement
- Offer acceptance rate
- Interview-to-hire rate
- Issue resolution
- Cost savings
- Supply chain readiness

3. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare enables providers to successfully navigate the evolving healthcare environment by attracting and recruiting the most comprehensive offering of clinicians and physicians. Headquartered in San Diego, Calif., 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 its 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
- Cancellation rate
- Quality of hire
- On-time start rate
- Profile conversion
- Profile turnaround time
- Cost savings (spend, diversity spend)

4. AgileOne

Website: www.agile-one.com

From cutting-edge technologies to award-winning services, AgileOne has the resources to provide true total talent management. Good vendors can provide cost savings, risk mitigation, vendor management, and talent acquisition, but a great partner supports their clients' business goals and navigates the legislation, regulations, and trends that will shape the future. AgileOne can help organizations go beyond traditional workforce programs with a single consultative partner that understands where they want to go, and how they can get there. AgileOne is minority/woman-owned with operations in nearly 20 countries around the globe.

Services:

- AgileOne MSP (managed services program)
- AgileOne Direct Sourcing

- AllSourcePPS (payroll processing services)
- AgileOne RPO (recruitment process outsourcing)
- AccelerationVMS (vendor management system)
- AccelerationSOW (statement of work)
- AccelerationICC (independent contractor compliance)
- AccelerationATS (applicant tracking system)
- DriveSRM (supplier relationship management)
- GigSource (freelance management software)
- TalentETL (talent community software)

Most important metrics:

- *Quality:* Retention and voice of the customer.
- *Efficiency:* Submittals/interviews and on-time fulfillment.
- *Cost:* Adherence to rate schedule/mark-up.
- *Risk:* Background checks, VMS up time, and compliance.

5. Advantage xPO

Website: www.advantagexpo.com

Advantage xPO is the workforce solution arm to Advantage Resourcing, focusing on long-term relationships with clients by being nimble and scalable. Every solution is customized to meet clients' 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

6. Bartech Managed Services Provider

Website: www.bartechgroup.com

Bartech Managed Services Provider offers actionable strategies for today's most complex global workforce management challenges. The company offers a highly personalized local approach and clear, measurable benefits with the expertise to reach the talent every organization needs. Every single one of its programs is individual, personal, and tailored. It's this unique approach that is refining what is possible from MSP, RPO, and SOW solutions.

- Expertise earned, innovation pursued.
- Exceptional people create phenomenal outcomes.
- Diversity that delivers.

Services:

- Managed services program (MSP)
- Recruitment process outsourcing (RPO)
- Payroll services
- Freelancer/independent contractor (IC)
- Statement of work (SOW)
- Business process outsourcing (BPO)

Most important metrics to clients:

- Cost savings
- Customer satisfaction
- Placement timing (time to fill)
- Rate management
- Retention rate
- Metrics (compliance, reporting/visibility, efficiency/effectiveness)

7. Pontoon

Website: www.pontoonsolutions.com

Pontoon drives the acquisition of permanent talent and manages contingent and project workforce on behalf of an organization. The company ensures a superior candidate experience and maximizes employer brand while providing efficiency, flexibility, and scalability. In addition, Pontoon manages and optimizes supplier partnerships; leverages the best workforce technologies; manages risk; and gives full visibility of an organization's talent.

Services:

- *Talent advisory:* Employer branding; sourcing; strategy; and technology.
- *Contingent talent solutions:* MSP; SOW; and direct sourcing.

- *Permanent talent solutions:* Enterprise RPO; project RPO; and 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

8. ZeroChaos

Website: www.zerochaos.com

ZeroChaos delivers global business process outsourcing solutions to elevate customer productivity through innovative and market-leading workforce concepts, supply chain management, and technology options. The company offers true vendor-neutral managed services and procurement outsourcing programs that streamline and automate the non-employee procurement to settlement lifecycle. With its award-winning solutions and consultative partnerships,

ZeroChaos customers achieve transparency, mitigate risks, and reduce costs.

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

9. 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; and program project sourcing.

- *Staffing solutions:* Staff augmentation; contract-to-hire; W-2 and 1099 pre-identified candidate engagement services; and direct placement.
- *Technology solutions:* IT consulting; mobility solutions; and workforce technology solutions.

Most important metrics:

- Response rate
- Response time
- Fill ratio
- Retention rate
- Onboarding
- Failure to start
- Customer manager satisfaction
- Financial accuracy

10. Randstad Sourceright

Website:

www.randstadsourceright.com

As a talent partner helping companies face complex challenges, Randstad Sourceright provides the global resources, expertise, capability, and vision to drive business results. As a result of its numerous solutions, organizations are achieving impact through all facets of talent acquisition and management, including traditional employees and the contingent, free agent workforce. But as times change, Randstad's Sourceright's

clients are looking for more than solutions—they seek a strategic talent advisor with the knowledge and capability to keep them ahead, and Randstad is committed to that vision.

Services:

- Recruitment process outsourcing (RPO)
- Managed services programs (MSP)
- Payrolling and independent contractor solutions (PICS),
- Blended workforce solutions

Most important metrics to clients:

- *Candidate quality:* Resume versus job description; interviews to offer; offer to acceptance/start; candidate performance; turnover; and negative turnover.
- *Supplier quality:* Initial response to new requisition; candidates versus interviews; time reporting; screening requirements adherence; on/offboarding process compliance; supplier safety performance; training; diversity; subcontractors; rate strategy compliance; response time; and geographic coverage.

11. Yoh

Website: www.yoh.com

Yoh is all about delivery. Specialized recruiting, managed services (MSP), recruitment process outsourcing (RPO), and so much more. For more than 75 years, Yoh has provided the talent and services needed for the jobs and projects critical to its clients' success.

For clients with workforce management needs, Yoh's enterprise solutions team delivers large-scale workforce solutions, including managed services, recruitment process outsourcing, vendor management systems, independent contractor compliance, and payroll services. Yoh helps some of the world's largest companies, as well as mid-sized, growing companies, efficiently get talent into their organization using people, processes, and technology.

The company's specialty practices recruiting experts find high-impact professionals in aerospace and defense, engineering, healthcare, life sciences, information technology, interactive entertainment, and telecommunications. Yoh also specializes in STEM areas, with a variety of specialized and certified practices in areas such as applications development, ERP, life sciences, occupational healthcare, product engineering, and more.

Whether it's finding top talent, managing a complex contingent 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 companies in a single direction—forward.

Services:

- *Specialty practice recruiting/ staffing services:* Contingent; contract-to-hire; direct.
- *Enterprise managed and outsourced solutions:* Managed services provider (MSP); payroll management; recruitment process outsourcing (RPO); independent contractor compliance; statement of work (SOW) management; and vendor management system (VMS).

Most important metrics to clients:

- Customer satisfaction
- Time to hire
- Submittal ratios
- Vendor performance metrics
- Cost savings
- Turnover
- Invoice timeliness/accuracy

12. Cross Country Healthcare

Website:

www.crosscountryhealthcare.com

Cross Country Healthcare, headquartered in Boca Raton, Fla., is a national leader in providing leading-edge healthcare workforce solutions. The company's solutions are geared towards helping clients solve labor cost issues while maintaining high quality outcomes. With more than 30 years of experience, Cross Country Healthcare is dedicated

to placing highly qualified nurses and physicians as well as allied health, advanced practice, and case management professionals.

Services:

- Travel nursing staffing
- Travel allied staffing
- Educational staffing services
- Physician staffing
- Retained search staffing
- Contingent search staffing
- Managed service programs (contracts to staff for hospitals

and hospital systems.)

Most important metrics to clients:

- Level of support
- Revenue
- Number of candidate submissions
- Responsiveness to needs
- Reliability
- Employee retention
- Quality of staff
- Fill rate

13. Broadleaf Results (formerly Superior Group)

Website: www.broadleafresults.com

Founded in 1957, Broadleaf Results provides agile workforce and productivity solutions organized into three complementary categories: people, process, and outsourcing. Broadleaf Results' people services include contingent staffing, direct placement, payrolling, recruitment process outsourcing, and executive search services. The company'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. Broadleaf Results 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); and independent contractor compliance programs (ICCPs).
- *People solutions:* Contingent labor staffing services; payrolling services; direct placement services; and executive search services.

• *Outsourcing solutions:* CAD outsourcing; training services; and IT outsourcing.

Most important metrics to clients:

- Submittal and manager activity follow-ups
- Time to fill and hire
- Acceptance to start
- Attrition
- Billing accuracy
- Cost savings
- Customer satisfaction

Overall Leaders

Provider	Overall Score
1. PeopleScout	602.67
2. Allegis Global Solutions	592.00
3. AMN Healthcare	590.49
4. AgileOne	551.41
5. Advantage xPO	539.64
6. Bartech Managed Services Provider	532.15
7. Pontoon	526.37
8. ZeroChaos	521.92
9. Acro	503.61
10. Randstad Sourceright	483.26
11. Yoh	449.36
12. Cross Country Healthcare	429.34
13. Broadleaf Results (formerly Superior Group)	393.58



Breadth of Service Leaders

Provider	Breadth of Service
1. Bartech Managed Services Provider	21.06
2. PeopleScout	20.76
3. Acro	20.43
4. ZeroChaos	20.38
5. Yoh	19.07
6. Allegis Global Solutions	18.80
7. AgileOne	18.70
8. Broadleaf Results (formerly Superior Group)	18.00
9. Cross Country Healthcare	17.55
10. Pontoon	17.47
11. Advantage xPO	17.40
12. Randstad Sourceright	17.17
13. AMN Healthcare	16.67



Size of Deal Leaders

Provider	Size of Deals
1. AMN Healthcare	6.83
2. Pontoon	6.83
3. Allegis Global Solutions	6.38
4. Randstad Sourceright	5.83
5. PeopleScout	5.82
6. AgileOne	5.60
7. Advantage xPO	5.60
8. Yoh	5.00
9. Acro	4.86
10. Cross Country Healthcare	4.82
11. Bartech Managed Services Provider	4.81
12. ZeroChaos	4.62
13. Broadleaf Results (formerly Superior Group)	4.45



Quality of Service Leaders

Provider	Quality of Service
1. PeopleScout	268.24
2. AMN Healthcare	265.42
3. Allegis Global Solutions	264.56
4. AgileOne	245.57
5. Advantage xPO	241.02
6. Bartech Managed Services Provider	234.75
7. Pontoon	234.23
8. ZeroChaos	230.49
9. Acro	221.66
10. Randstad Sourceright	214.28
11. Yoh	196.88
12. Cross Country Healthcare	188.64
13. Broadleaf Results (formerly Superior Group)	171.36

