

2018 Baker's Dozen Customer Satisfaction Ratings: **RPO**

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.

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 tables on page 24 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 Ratings provides insight into your next RFP process.

1. Alexander Mann Solutions

Website: www.alexandermansolutions.com

Alexander Mann Solutions and the Talent Collective has a team of 4,000 talent acquisition and consulting experts that partner with more than 100 clients in over 90 countries, delivering distinctive outsourcing and architecting transformative solutions.

Services:

- Recruitment process outsourcing (RPO)
- Managed service program (MSP) and contingent workforce solutions
- Total workforce solutions
- Talent acquisition consulting
- Resourcing augmentation and project delivery

2. Korn Ferry

Website: www.kornferry.com

Korn Ferry develops talent solutions that help organizations get talent-ready for what's next. Korn Ferry brings direct access to the IP, advisors, and tech to prepare for change across all talent dimensions. Through search, RPO, and advisory services, Korn Ferry understands, enables, and optimizes people across the employee lifecycle.

Services:

- RPO
- Search
- Advisory services

3. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Through decades of industry experience and with services across 60+ countries, we understand what it takes to build successful workforce management solutions. We have the experience, state-of-the-art technology, and sustained innovation investments to ensure your workforce solutions enhance your company.

Services:

- RPO
- MSP
- Services procurement
- Analytics, business research, and insights
- Specialized consulting practice

4. PeopleScout

Website: www.peoplescout.com

PeopleScout is the world's largest RPO provider, managing talent solutions spanning the global economy with end-to-end MSP capabilities supporting total workforce needs. 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.

Services:

- RPO
- MSP
- Total workforce solutions
- Talent advisory services
- Advanced analytics

5. 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 recognizes that people are the future of any organization, and that a deep understanding of talent yields a powerful force for business transformation.

Services:

- Integrated talent solutions
- RPO
- MSP
- Payroll and independent contractor solutions
- Integrated talent advisory services

6. 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, WilsonHCG is transforming its clients' businesses through their talent.

Services:

- Research and advisory services
- Talent consulting
- Technology advisory services
- RPO
- Contingent talent solutions

7. Cielo

Website: cielotalent.com

Cielo is the world's leading strategic RPO partner. Cielo leverages its global reach, local talent acquisition expertise, and customized solutions to help clients achieve outstanding business outcomes through their talent practices.

Services:

- Enterprise, co-sourcing, and project RPO solutions
- High-volume hiring RPO solutions
- Total talent acquisition solutions
- Executive search solutions
- HR technology services

8. Sevenstep

Website: www.sevensteprpo.com

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, Sevenstep is a nonstop recruitment force determined to push beyond limits and embrace possibilities.

Services:

- Enterprise RPO
- Project RPO
- Blended RPO
- Data analytics consulting services
- Employer branding

9. Hudson RPO

Website: 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 RPO services including fully or partially outsourced recruitment, project recruitment, contingent workforce solutions, and blended solutions.

Services:

- Full and partial service RPO
- Recruitment projects
- Team augmentation
- Contingent workforce solutions
- Blended solutions

10. AgileOne

Website: agile-one.com

From cutting-edge technologies to award-winning services, AgileOne has the resources to be a true, consultative partner able to manage your entire, end-to-end talent lifecycle. Minority/woman-owned with operations around the globe.

Services:

- Proprietary technology platform
- RPO
- MSP
- PPS and direct sourcing
- Employment marketing

11. Yoh

Website: yoh.com

Integrated talent solutions. Talent, RPO, MSP, and so much more. We deliver immediate critical talent search and integrated talent solutions that match the best with the best and leave the rest to the rest.

Services:

- End-to-end, full-cycle RPO
- Short term/project RPO
- Limited/point-of-service RPO
- On-demand RPO
- Employment branding and social media recruiting

12. Orion Novotus, An Orion Talent Company

Website: www.orion-novotus.com

Orion Novotus, an Orion Talent company, is an organization committed to delivering recruiting solutions that are fundamentally different and outcomes that are fundamentally better. Orion Novotus provides businesses with RPO and consulting services that result in measurable, lasting workforce improvements.

Services:

- RPO
- Recruitment optimization
- Skilled talent acquisition
- Military hiring solutions

13. Engage2Excel Recruitment Solutions

Website: www.engage2excel.com/recruitment

Engage2Excel Recruitment Solutions helps organizations create unique candidate and employee experiences. Our industry-leading solutions for recruitment can help you compete more effectively to win in today's talent-driven market by finding you employees who care more, work smarter, and stay longer.

Services:

- RPO
- Project recruitment
- Direct hire
- ATS/CRM platform
- Employer branding

Overall Enterprise Leaders

Provider	Overall Score
1. Alexander Mann Solutions	696.12
2. Korn Ferry	686.61
3. Allegis Global Solutions	681.02
4. PeopleScout	674.42
5. Randstad Sourceright	669.50
6. WilsonHCG	667.81
7. Cielo	661.41
8. Sevenstep	630.95
9. Hudson RPO	541.30
10. AgileOne	534.38
11. Yoh	533.70
12. Orion Novotus, An Orion Talent Company	485.48
13. Engage2Excel Recruitment Solutions	474.24



Overall Enterprise Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	21.33
2. Hudson RPO	19.27
3. Randstad Sourceright	19.00
4. Allegis Global Solutions	18.90
5. Alexander Mann Solutions	18.80
6. Korn Ferry	18.68
7. WilsonHCG	18.39
8. Sevenstep	18.18
9. AgileOne	17.50
10. Yoh	17.38
11. PeopleScout	17.21
12. Orion Novotus, An Orion Talent Company	16.88
13. Engage2Excel Recruitment Solutions	16.29



Overall Enterprise Size of Deal Leaders

Provider	Size of Deal
1. PeopleScout	7.06
2. Allegis Global Solutions	6.29
3. Sevenstep	6.18
4. Alexander Mann Solutions	6.13
5. Cielo	6.06
6. Korn Ferry	5.95
7. AgileOne	5.80
8. Randstad Sourceright	5.50
9. WilsonHCG	5.06
10. Hudson RPO	4.91
11. Yoh	4.81
12. Orion Novotus, An Orion Talent Company	4.38
13. Engage2Excel Recruitment Solutions	3.71



Overall Enterprise Quality of Service Leaders

Provider	Quality of Service
1. Alexander Mann Solutions	314.22
2. Korn Ferry	309.85
3. Allegis Global Solutions	306.90
4. PeopleScout	304.86
5. Randstad Sourceright	301.59
6. WilsonHCG	301.43
7. Cielo	295.67
8. Sevenstep	283.67
9. Hudson RPO	240.53
10. Yoh	238.47
11. AgileOne	238.37
12. Orion Novotus, An Orion Talent Company	216.06
13. Engage2Excel Recruitment Solutions	211.41



Overall Healthcare Leaders

Provider	Overall
1. Cielo	661.82
2. PeopleScout	585.96
3. Hueman People Solutions	558.63
4. AMN Healthcare	450.51
5. Sevenstep	433.38
6. Kinetix	346.41

Healthcare Size of Deal Leaders

Provider	Size of Deal
1. Cielo	7.38
2. Sevenstep	7.20
3. Hueman People Solutions	6.09
4. PeopleScout	5.33
5. Kinetix	4.60
6. AMN Healthcare	3.75

Healthcare Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	24.25
2. Hueman People Solutions	19.00
3. Sevenstep	16.80
4. AMN Healthcare	16.25
5. Kinetix	16.00
6. PeopleScout	10.33

Healthcare Quality of Service Leaders

Provider	Quality of Service
1. Cielo	293.06
2. PeopleScout	268.88
3. Hueman People Solutions	248.60
4. AMN Healthcare	200.13
5. Sevenstep	190.37
6. Kinetix	150.47

Midsized Deal Leaders

1. Kinetix

Website: kinetixhr.com

Kinetix is the recruitment process outsourcing (RPO) for growth companies. We exist to help your growth company become the biggest thing that ever walked the planet by getting you the best talent fast.

Services:

- RPO
- Employer branding
- HR consulting
- Staffing and recruiting

2. Hueman People Solutions

Website: www.HuemanRPO.com

As a culture-driven recruitment organization, our passionate and highly engaged team members generate hires who match the culture of our partners. We are “Ultra Collaborative” in our approach and our partners appreciate our amazing customer service.

Services:

- Project, single recruiter-seat, and whole house RPO
- Subscription recruitment services
- Digital recruitment marketing
- Talent acquisition consulting
- Executive search

3. AMN Healthcare

Website: www.amnhealthcare.com

AMN recruitment services or RPO provides a comprehensive solution to the challenge of finding and retaining quality talent. Its recruitment services are designed to augment, amplify, and accelerate the success of talent acquisition departments.

Services:

- RPO
- Strategic sourcing
- Employment branding
- Hiring manager coaching
- Talent community development

4. LevelUP

Website: www.leveluphcs.com

LevelUP is a human capital advisory firm that creates sustainable talent programs. The process blends best practices, utilizes innovative technology, and leverages relationships to develop and drive initiatives.

Services:

- RPO
- HR advisory services
- Employer branding
- Recruitment as a service
- Consulting

5. Advantage xPO

Website: www.advantagexpo.com

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

Services:

- Full and partial-cycle recruitment process outsourcing (RPO)
- Project-based/volume hires
- Managed service programs (MSP)
- Solution consulting
- Program and supplier management

6. Hire Velocity

Website: www.hirevelocity.com

Hire Velocity is a trusted provider of total workforce solutions, including customized RPO, specialty search, and talent and technology advisory solutions. Hire Velocity partners with clients across nearly every industry to solve recruiting challenges and achieve sustained outcomes.

Services:

- Enterprise, project, on-demand, full cycle, and partial cycle RPO
- Talent and technology advisory services
- Specialty search
- Contract recruiting
- Total workforce solutions

7. endevis

Website: endevis.com/solution-groups/recruitment-process-outsourcing/

endevis is the driving force in attracting, engaging, and retaining talent for industry leaders in the healthcare and manufacturing business sectors, delivering on our commitment to providing the best solutions and talent in a scalable, responsive, and quantifiable approach. The experiences created through our solutions expand the boundaries of innovative strategies.

Services

- RPO
- Social media/digital/talent community design and implementation
- Onboarding and engagement design
- Retention assessment and programming
- Analyzing metrics

8. Pierpoint

Website: www.pierpoint.com

Pierpoint is a global, cost-effective, and scalable candidate sourcing and recruitment services provider. Pierpoint specializes in exempt level hiring for hard-to-fill, niche and technology related recruitment initiatives.

Services:

- Full cycle and partial RPO
- Sourcing services
- Contract recruiters
- Research and candidate mapping
- Project recruitment

9. PrincetonOne

Website: www.princetonone.com

PrincetonOne RPO delivers flexible and customized talent acquisition solutions designed to support and complement our clients' human capital and recruitment strategies. Founded in 2002, PrincetonOne's heritage in recruitment offers custom RPO solutions, professional search, executive retained search, and contract staffing.

Services:

- Enterprise and project RPO
- Candidate management and assessment
- Recruitment administration services
- Talent acquisition augmentation
- Recruitment process consulting and employer branding

10. Personify

Website: www.personifysearch.com

Personify is a global, industry-recognized recruitment solutions provider that takes a data-driven approach to solving organizations' hiring challenges. By integrating workforce planning, talent pipelining, talent acquisition, and employee engagement, Personify empowers employers to rethink how they acquire and retain talent.

Services:

- RPO
- Talent pipelining
- Recruitment marketing
- Employee engagement
- Recruitment analytics

11. Career International

Website: <http://www.careerintlinc.com>

As the leading total talent solutions provider driven by technology and the first HR service enterprise listed on A-shares market, Career International has over 1,600 professional recruitment consultants working in 80-plus offices in global markets, offering services to over 3,000 clients across 18 fields and industries.

Services:

- Executive search
- RPO
- Flexible staffing
- Recruitment training
- Platforms and HR SaaS

Overall Midsize Deal Leaders

Provider	Overall
1. Kinetix	473.83
2. Hueman People Solutions	468.48
3. AMN Healthcare	450.51
4. LevelUP	444.97
5. Advantage xPO	431.33
6. Hire Velocity	430.16
7. endevis	427.28
8. Pierpoint	418.15
9. PrincetonOne	412.37
10. Personify	371.67
11. Career International	341.42

Midsize Deal Breadth of Service Leaders

Provider	Breadth of Service
1. Hueman People Solutions	18.38
2. LevelUP	17.50
3. Kinetix	16.89
4. PrincetonOne	16.42
5. AMN Healthcare	16.25
6. endevis	15.77
7. Personify	15.27
8. Career International	14.25
9. Hire Velocity	14.21
10. Advantage xPO	13.00
11. Pierpoint	12.50

Midsize Deal Size of Deal Leaders

Provider	Size of Deal
1. Hueman People Solutions	5.88
2. Kinetix	5.00
3. Personify	4.64
4. Advantage xPO	4.55
5. endevis	4.54
6. Career International	4.50
7. LevelUP	4.44
8. Pierpoint	3.93
9. AMN Healthcare	3.75
10. Hire Velocity	3.64
11. PrincetonOne	3.58

Midsize Deal Quality of Service Leaders

Provider	Quality of Service
1. Kinetix	210.30
2. Hueman People Solutions	206.25
3. AMN Healthcare	200.13
4. LevelUP	196.24
5. Advantage xPO	193.36
6. Hire Velocity	192.12
7. endevis	189.19
8. Pierpoint	187.69
9. PrincetonOne	181.88
10. Personify	163.07
11. Career International	149.55