

2019 Baker's Dozen Customer Satisfaction Ratings: **MSP** (CONTINGENT LABOR RESOURCING AND MANAGEMENT)

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 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 Ratings provides insight into your next RFP process.

1. PeopleScout

Website: www.peoplescout.com

PeopleScout is the world's largest RPO provider with end-to-end MSP and talent advisory capabilities supporting total workforce needs. Leveraging the power of data gleaned from engaging millions of candidates and contingent associates every year, PeopleScout enhances talent intelligence for clients across more than 70 countries.

Services:

- Managed service provider (MSP)
- Recruitment process outsourcing (RPO)
- Total workforce solutions
- Talent advisory solutions
- Affinix™ talent technology

2. Workforce Logiq

Website: www.workforcelogiq.com

Workforce Logiq—the global leader in total workforce management intelligence, technology, and expertise—enables organizations to win the talent they need to grow. With customers in 50 countries, Workforce Logiq provides expert guidance, real-time analytics, and patented and patent-pending technologies.

Services:

- Managed services provider (MSP)
- Vendor management system (VMS)
- Statement of work (SOW) management/services procurement
- Recruitment process outsourcing (RPO)
- Independent contractor compliance

3. Pontoon Solutions

Website: www.pontoonsolutions.com

Pontoon Solutions is a world-leading HR outsourcing organization placing 1.5 million contractors annually through our MSP programs for our 100 clients globally. Through process, talent, and technology, we aim to be the most admired workforce solutions partner for our clients' transformation.

Services:

- MSP
- RXO (recruitment eXperience outsourcing)
- Total talent solutions
- Talent consulting
- Onsite programs

4. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare is the leader and innovator in healthcare workforce solutions and staffing services to healthcare facilities nationwide. With insights and expertise, AMN Healthcare helps providers optimize their workforce to successfully reduce complexity, increase efficiency and improve patient outcomes.

Services:

- Staffing and recruitment
- Workforce solutions
- Executive leadership
- Consulting, coding and technology-enabled services
- Education and professional advancement services

5. AgileOne

Website: www.agile-one.com

From cutting-edge technologies to award-winning services, AgileOne has the resources to provide true total talent management and access to world-class talent of all types to meet your unique enterprise needs. We are minority/woman-owned, with operations across the globe.

Services:

- Managed services program (MSP)
- Recruitment process outsourcing (RPO)
- Vendor management system (VMS)
- Direct sourcing
- Science, technology, engineering, math (STEM) recruiting

6. Alexander Mann Solutions

Website: www.alexandermannsolutions.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

7. 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. Through our solutions, organizations are achieving impact through all facets of talent acquisition and management, including traditional employees and the contingent, free agent workforce.

Services:

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

8. FocusOne Solutions

Website: www.focusonesolutions.com

FocusOne Solutions® is a leading managed services provider that streamlines staff procurement. Our people-based solution combines software with a dedicated service team to help you control staffing spend, elevate the quality of candidates, save time, and increase fill rates.

Services:

- MSP
- VMS
- Dedicated service team
- Compliance management
- Clinical services team

9. Acro

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.

Services:

- Managed service provider (MSP)
- Vendor management system (VMS)
- Independent contractor compliance and risk management
- Program project sourcing

10. 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

11. Yoh

Website: www.yoh.com

Yoh is all about delivery. Specialized recruiting, managed services (MSP) or 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 our clients' success. 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.

Services:

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

12. Guidant Global

Website: www.guidantglobal.com

Guidant Global delivers strategic workforce programs that give our clients the edge over their competition. We champion smart, creative approaches to talent management with our clients, suppliers, candidates, and each other.

Services:

- MSP
- Staff augmentation
- Statement of work management
- Independent contractor compliance and payroll services
- Profile management

13. Broadleaf Results

Website: www.broadleafresults.com

Broadleaf delivers total talent management services to a wide range of industries around the globe. A WBE founded in 1965, we partner with clients, listen to needs, and customize solutions that drive results. Broadleaf delivers your most valuable asset: talent.

Services:

- Managed service programs (MSP)
- Recruitment process outsourcing (RPO)
- IC/freelancer compliance and payroll services
- SOW and procurement management
- HR consulting

Overall Leaders

Provider	Overall Score
1. PeopleScout	647.74
2. Workforce Logiq	601.44
3. Pontoon Solutions	587.92
4. AMN Healthcare	587.63
5. AgileOne	570.84
6. Alexander Mann Solutions	535.51
7. Randstad Sourceright	532.20
8. FocusOne Solutions	507.14
9. Acro	482.64
10. Advantage xPO	477.30
11. Yoh	468.13
12. Guidant Global	447.34
13. Broadleaf Results	442.01

Breadth of Service Leaders

Provider	Breadth of Service
1. Randstad Sourceright	26.67
2. PeopleScout	24.10
3. Yoh	21.69
4. Alexander Mann Solutions	21.36
5. Acro	20.88
6. Pontoon Solutions	20.36
7. Advantage xPO	19.80
8. Workforce Logiq	19.33
9. FocusOne Solutions	19.08
10. Guidant Global	18.36
11. Broadleaf Results	18.11
12. AgileOne	17.73
13. AMN Healthcare	15.31

Size of Deal Leaders

Provider	Size of Deals
1. Advantage xPO	7.10
2. AMN Healthcare	6.69
3. Randstad Sourceright	6.00
4. Workforce Logiq	5.92
5. Pontoon Solutions	5.82
6. Alexander Mann Solutions	5.82
7. PeopleScout	5.70
8. AgileOne	5.55
9. Acro	5.29
10. Broadleaf Results	5.16
11. Yoh	4.77
12. FocusOne Solutions	4.54
13. Guidant Global	4.27

Quality of Service Leaders

Provider	Quality of Service
1. PeopleScout	287.04
2. Workforce Logiq	268.78
3. AMN Healthcare	265.20
4. Pontoon Solutions	261.54
5. AgileOne	255.63
6. Advantage xPO	245.75
7. Alexander Mann Solutions	235.77
8. Randstad Sourceright	229.84
9. FocusOne Solutions	224.54
10. Acro	211.17
11. Yoh	203.77
12. Guidant Global	196.73
13. Broadleaf Results	194.11