

2019 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 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. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings and

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. Whilst we do not claim that our methodology is the only viable ratings programme available, we do vouch for its statistical validity.

The Baker's Dozen RPO ratings for EMEA and APAC regions will be in our November/December issue. 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 partnering with more than 100 clients in over 90 countries, delivering distinctive outsourcing and architecting transformative solutions.

Services:

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

2. Cielo

Website: www.cielotalent.com

Cielo is a strategic recruitment process outsourcing partner and industry innovator delivering services in more than 95 countries. We design comprehensive, people-centric solutions and leverage technology to help clients find, attract, and hire talent to move their businesses forward.

Services:

- RPO
- Total talent acquisition
- Consulting
- Executive search

3. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Through decades of industry experience and with services across more than 60 countries, Allegis Global Solutions understands 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
- Integrated talent solutions
- IGNITE (specialised consulting practice)
- Analytics, business research, and insights

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
- TWS
- Talent advisory
- Advanced analytics

5. Sevenstep

Website: www.sevensteprpo.com

Sevenstep is a global leader in delivering recruitment outsourcing for permanent and contingent workforces, and is known for its unbounded vision and partnership-driven approach. Sevenstep persistently defies industry convention to foster client engagements that grow, last, and win.

Services:

- Enterprise RPO
- Project RPO
- MSP
- Data analytics
- Employer branding and talent attraction

6. Korn Ferry

Website: www.kornferry.com

Korn Ferry develops talent solutions that help organisations get talent-ready for the future. Our industry-leading RPO solutions combine the expertise of our recruiters with state-of-the-art technology to streamline recruitment processes, optimise employer and candidate experience, and improve quality of hire.

Services:

- Customised RPO solutions
- Integrated assessment and professional search RPO
- Talent advisory
- Korn Ferry IP and technology
- Search solutions

7. Randstad Sourceright

Website: www.randstadsourceright.com

Randstad Sourceright is a global talent solutions leader, driving the talent acquisition and human capital strategies for the world's most successful employers. We empower these companies by leveraging a human-forward strategy that balances the use of innovative technologies with expert insights.

Services:

- RPO
- MSP
- Integrated talent solutions
- Outplacement and career transition services
- Payrolling and independent contractor solutions

8. Pontoon

Website: www.pontoonsolutions.com

Pontoon drives the acquisition of permanent talent and manages the contingent and project workforce on behalf of an organisation. We ensure a superior candidate experience and maximise employer brand, providing efficiency, flexibility, and scalability. 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
- Contingent talent solutions
- Talent advisory
- Sourcing talent solutions

9. AgileOne

Website: www.agile-one.com

Go beyond traditional workforce programmes with a consultative partner able to manage your entire, end-to-end talent lifecycle. From cutting-edge technologies to award-winning services, AgileOne has the resources to provide true total talent management. Minority/woman-owned with operations around the globe.

Services:

- End-to-end total talent management solutions
- Technology partnerships and services
- Global operations
- Supplier management programme
- Integrated or stand-alone MSP and RPO programmes

10. 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
- Talent consulting
- Technology advisory
- RPO
- Contingent talent solutions

11. Engage2Excel Recruitment Solutions

Website: www.engage2excel.com

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

Services:

- RPO
- Project recruitment
- Strategic search/on-demand
- ATS/CRM platform
- Employer branding

12. Hudson RPO

Website: HudsonRPO.com

Hudson RPO delivers innovative, customised recruitment outsourcing and total talent solutions to organisations worldwide. Through our consultative approach, we design tailored solutions, deliver quality and value, meet our clients' strategic objectives, and always aim to exceed expectations.

Services:

- RPO
- MSP
- Total talent solutions
- Strategic sourcing
- Employer branding

13. Resource Solutions

Website: www.resourcesolutions.com

Resource Solutions is a provider of RPO and MSP solutions. We have delivered bespoke solutions to leading organisations since 1997 and manage a recruitment budget of over £2 billion on behalf of our clients.

Services:

- RPO
- MSP
- Statement of Work (SoW)
- Brand solutions
- IR35 consultancy services

Overall Enterprise RPO Leaders

Provider	Overall
1. Alexander Mann Solutions	718.08
2. Cielo	716.19
3. Allegis Global Solutions	706.47
4. PeopleScout	703.56
5. Sevenstep	702.01
6. Korn Ferry	672.00
7. Randstad Sourceright	667.78
8. Pontoon	639.18
9. AgileOne	600.71
10. WilsonHCG	599.04
11. Engage2Excel Recruitment Solutions	583.01
12. Hudson RPO	580.26
13. Resource Solutions	579.25

Enterprise RPO Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	21.70
2. Hudson RPO	19.65
3. Sevenstep	19.32
4. Allegis Global Solutions	19.15
5. Pontoon	19.00
6. Engage2Excel Recruitment Solutions	18.78
7. Alexander Mann Solutions	18.53
8. Randstad Sourceright	18.46
9. Korn Ferry	17.94
10. PeopleScout	17.79
11. Resource Solutions	17.10
12. WilsonHCG	16.00
13. AgileOne	14.70

Enterprise RPO Size of Deal Leaders

Provider	Size of Deals
1. Alexander Mann Solutions	7.24
2. PeopleScout	6.54
3. Cielo	6.30
4. Allegis Global Solutions	6.30
5. Sevenstep	6.00
6. Resource Solutions	5.70
7. AgileOne	5.60
8. Pontoon	5.58
9. Randstad Sourceright	5.54
10. Korn Ferry	5.33
11. WilsonHCG	5.21
12. Hudson RPO	4.71
13. Engage2Excel Recruitment Solutions	4.33

Enterprise RPO Quality of Service Leaders

Provider	Quality of Service
1. Alexander Mann Solutions	324.53
2. Cielo	321.38
3. Allegis Global Solutions	318.81
4. PeopleScout	318.45
5. Sevenstep	316.65
6. Korn Ferry	303.69
7. Randstad Sourceright	301.20
8. Pontoon	287.13
9. AgileOne	272.29
10. WilsonHCG	270.57
11. Engage2Excel Recruitment Solutions	260.98
12. Hudson RPO	258.84
13. Resource Solutions	260.09

Midsize Deal RPO Leaders

1. Yoh

Website: yoh.com

Integrated talent solutions. Talent, RPO or 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

2. Kinetix

Website: kinetixhr.com

Kinetix is the RPO partner 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

3. Advanced RPO

Website: advancedrpo.com

Advanced RPO makes finding and hiring the right talent easier for you. Our experienced team provides results-driven talent acquisition solutions for mid-sized companies. We prepare our clients to adapt to varying business needs and overcome any hiring challenge.

Services:

- Enterprise, project, partial/hybrid RPO
- Complex hiring solutions
- Talent acquisition consultation
- Passive sourcing/recruitment solutions
- Employer branding/recruitment marketing

Midsize Deal RPO Leaders

4. ADP RPO

Website: www.adp.com

ADP RPO is the recruitment process outsourcing team of ADP LLC, a comprehensive global provider of HCM solutions that helps organisations of all types and sizes unlock their potential. Delivering on the needs of small companies to large enterprises, ADP RPO provides recruitment solutions for exempt and non-exempt hires across all industries.

Services:

- End-to-end, sourcing or process only, project-based recruiting
- Data analytics/benchmarking, talent acquisition, and turnover consulting
- Strategic recruiting solutions (recruitment advertising, employment branding, executive, military, diversity, and university recruiting)
- ADP recruiting management
- AIRS recruitment training

5. Orion Novotus, An Orion Talent Company

Website: www.orion-novotus.com

Orion Novotus, an Orion Talent company, is a leader in RPO. Orion Novotus provides businesses with strategic, transformative recruitment outsourcing services that result in measurable, lasting workforce improvements: better hires, shorter hiring cycles, lower costs, and greater efficiency.

Services:

- RPO
- Military talent and outreach solutions
- Retained search
- Contingent and variable workforce solutions
- Candidate sourcing and research

6. Hueman People Solutions

Website: www.HuemanRPO.com

As a culture-driven recruitment organisation, 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

Midsize Deal RPO Leaders

7. LevelUP

Website: www.leveluphcs.com

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

Services:

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

8. AMN Healthcare

Website: www.amnhealthcare.com

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

Services:

- Staffing and recruitment
- Workforce solutions
- Leadership and search solutions
- Consulting, coding, and technology-enabled services
- Education and professional advancement services

9. Broadleaf Results

Website: 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 customise solutions that drive results. Broadleaf delivers your most valuable asset: talent.

Services:

- MSP
- RPO
- IC/freelancer compliance and payroll services
- Services procurement management
- Vendor management system

Midsize Deal RPO Leaders

10. Advantage xPO

Website: www.advantagexpo.com

Advantage xPO delivers global solutions in RPO and MSP to clients across a variety of industries.

Services:

- Full and partial-cycle RPO
- Project-based/volume hiring
- MSP
- Solution consulting
- Programme and supplier management

11. Pierpoint International

Website: pierpoint.com

Pierpoint is a boutique RPO provider specialising in niche technical positions. We offer senior subject matter experts within various verticals and industries, deliver an advanced technology platform to amplify sourcing capabilities and enrich reporting, and streamline our clients' recruitment process.

Services:

- RPO
- MSP
- HR consulting
- On-demand recruiting
- Payrolling

12. endevis

Website: endevis.com

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 solution 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
- Analysing metrics

Midsize Deal RPO Leaders

13. Personify

Website: www.personifysearch.com

Personify is a global, industry-recognised recruitment solutions provider that takes a data-driven approach to solving organisations' 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/talent communities
- Recruitment marketing/employment branding
- Employee engagement
- Recruitment analytics

Overall Midsize Deal RPO Leaders

Provider	Overall
1. Yoh	578.83
2. Kinetix	578.56
3. Advanced RPO	577.41
4. ADP RPO	574.71
5. Orion Novotus, An Orion Talent Company	494.07
6. Huelman People Solutions	472.36
7. LevelUP	459.49
8. AMN Healthcare	453.68
9. Broadleaf Results	438.64
10. Advantage xPO	438.36
11. Pierpoint International	437.10
12. endevis	430.72
13. Personify	429.83

Midsize Deal RPO Size of Deal Leaders

Provider	Size of Deals
1. ADP RPO	5.80
2. Hueman People Solutions	5.54
3. Kinetix	4.92
4. Personify	4.92
5. Yoh	4.67
6. endevis	4.67
7. LevelUP	4.65
8. Advanced RPO	4.44
9. Advantage xPO	4.27
10. Pierpoint International	4.20
11. AMN Healthcare	4.08
12. Broadleaf Results	4.00
13. Orion Novotus, An Orion Talent Company	3.57

Midsize Deal RPO Breadth of Service Leaders

Provider	Breadth of Service
1. Advanced RPO	19.67
2. Kinetix	18.33
3. Yoh	17.87
4. Hueman People Solutions	17.31
5. LevelUP	17.24
6. endevis	17.20
7. Personify	17.17
8. Broadleaf Results	17.00
9. ADP RPO	16.53
10. AMN Healthcare	15.92
11. Advantage xPO	15.73
12. Pierpoint International	15.10
13. Orion Novotus, An Orion Talent Company	15.00

Midsize Deal RPO Quality of Service Leaders

Provider	Quality of Service
1. Yoh	259.62
2. Kinetix	259.03
3. ADP RPO	258.35
4. Advanced RPO	257.56
5. Hueman People Solutions	245.97
6. Orion Novotus, An Orion Talent Company	221.94
7. LevelUP	203.30
8. AMN Healthcare	201.79
9. Advantage xPO	194.59
10. Pierpoint International	194.52
11. Broadleaf Results	193.78
12. endevis	189.63
13. Personify	189.15