

2019 Baker's Dozen Customer Satisfaction Ratings: TOTAL WORKFORCE SOLUTIONS

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.

Beginning in 2018, a new section was added to both the managed service program (MSP) and recruitment process outsourcing (RPO) Baker's Dozen questionnaires that addressed the use of total workforce solutions (TWS). If respondents indicated they use the same provider for both contingent and full-time employee needs, they were asked a series of questions pertaining to TWS. These study results were then combined with the relevant components of the MSP and RPO study findings and consolidated into one data set. Providers that were qualified to be included in the data set had to have both RPO and MSP clients that participated in the Baker's Dozen process in 2019.

The methodology that produced the ranked list was very consistent

with other Baker's Dozen studies. 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. 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

2. 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:

- RPO
- MSP and contingent workforce solutions
- TWS
- Talent acquisition consulting
- Resourcing augmentation and project delivery

3. Yoh

Website: www.yoh.com

Yoh is a premier provider of total workforce solutions with a focus on sourcing, engagement, and optimization of both contingent labor and permanent talent. Integrated service delivery leveraging advanced technologies and tools.

Services:

- RPO
- MSP
- Direct sourcing/contingent RPO
- Advisory/consulting services
- Analytics, benchmarking, and reporting

4. PeopleScout

Website: www.peoplescout.com

PeopleScout manages talent solutions that span the global economy, with end-to-end RPO, MSP, and talent advisory 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:

- Recruitment process outsourcing
- Managed service provider
- Total workforce solutions
- Talent advisory solutions
- Award-winning talent technology, Affinix™

5. Allegis Global Solutions

Website: www.allegisglobalsolutions.com

Our passion for talent is the driving force behind everything we do. We live to match exceptional organizations with outstanding people. By creating a culture devoted to great talent, we deliver client-focused solutions that make a difference for your business.

Services:

- RPO
- MSP
- TWS
- Consulting services
- Analytics and reporting

6. AgileOne

Website: www.agile-one.com

Go beyond traditional workforce programs 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
- Award-winning technology partnerships and services
- Global operations
- Industry-leading supplier management program
- Integrated or stand-alone MSP and RPO programs

7. 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
- Leadership and search solutions
- Consulting, coding, and technology-enabled services
- Education and professional advancement services

8. 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)
- Total talent management services
- HR consulting

Overall Leaders

Provider	Overall
1. Randstad Sourceright	842.18
2. Alexander Mann Solutions	733.27
3. Yoh	705.81
4. PeopleScout	699.25
5. Allegis Global Solutions	642.81
6. AgileOne	576.36
7. AMN Healthcare	567.74
8. Broadleaf Results	529.37

Breadth of Service Leaders

Provider	Breadth of Service
1. Randstad Sourceright	56.67
2. Yoh	53.67
3. Allegis Global Solutions	50.40
4. Alexander Mann Solutions	46.30
5. PeopleScout	44.80
6. AgileOne	41.25
7. AMN Healthcare	40.71
8. Broadleaf Results	39.36

Size of Deal Leaders

Provider	Size of Deals
1. Allegis Global Solutions	6.80
2. Alexander Mann Solutions	5.40
3. Randstad Sourceright	5.00
4. PeopleScout	4.60
5. Yoh	3.17
6. AgileOne	3.00
7. AMN Healthcare	2.71
8. Broadleaf Results	2.45

Quality of Service Leaders

Provider	Quality of Service
1. Randstad Sourceright	353.50
2. Allegis Global Solutions	339.56
3. Alexander Mann Solutions	309.89
4. PeopleScout	295.18
5. Yoh	291.60
6. AgileOne	240.06
7. AMN Healthcare	236.49
8. Broadleaf Results	219.40