

# 2020 Baker's Dozen Customer Satisfaction Ratings: MSP (Contingent Labor Resourcing and Management)

We rank the top providers based on customer satisfaction surveys.

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 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. Workforce Logiq

**Website:** [www.workforcelogiq.com](http://www.workforcelogiq.com)

Workforce Logiq—the global provider of AI-powered workforce intelligence, technology, and services—enables organizations to win and retain the talent they need to grow. With clients in 50-plus countries, Workforce Logiq provides expert guidance, real-time and predictive analytics, and patented technologies.

**Services:**

- Managed services program (MSP)
- Vendor management system (VMS)
- Statement of Work (SOW) management/services procurement
- Self-sourcing/direct sourcing
- Recruitment process outsourcing (RPO)

## 2. AMN Healthcare

**Website:** [www.amnhealthcare.com](http://www.amnhealthcare.com)

AMN Healthcare is the leader and innovator in total talent solutions to healthcare organizations across the nation. With insights and expertise, AMN Healthcare helps providers optimize their workforce to successfully reduce complexity, increase efficiency, and improve patient outcomes.

**Services:**

- Total talent solutions
- MSP
- VMS
- Consulting, predictive modeling, and technology-enabled services
- Education and professional advancement services

## 3. Yoh

**Website:** [yoh.com](http://yoh.com)

Yoh is a global total talent solutions provider and pioneer in workforce management that delivers comprehensive solutions to optimize the acquisition and management of critical talent. We leverage integrated technology, tools, and analytics to enable strategic business decisions and improve the candidate and hiring manager experience.

**Services:**

- MSP
- Direct sourcing/contingent RPO
- Independent contractor compliance
- Services procurement/SOW management
- Advisory and consulting services

## 4. Pontoon Solutions

**Website:** [pontoonsolutions.com](http://pontoonsolutions.com)

Pontoon has built upon an unmatched global footprint with robust processes, creative solutions, and the best technology on the market. Pontoon uses these tools to create bespoke MSP, recruitment eXperience outsourcing (RXO), and total talent programs which perfectly match its clients' needs. Pontoon's tailored solutions improve candidate experience and drive the talent transformations necessary to thrive in tomorrow's working world.

**Services:**

- MSP
- RXO
- Services procurement
- Total talent

## 5. PeopleScout

**Website:** [www.peoplescout.com](http://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 artificial intelligence-driven, consumer-like candidate experience with one-point ATS and VMS integration.

**Services:**

- RPO
- MSP
- Total workforce solutions (TWS)
- Talent advisory solutions
- Affinix™ tech solution

## 6. AgileOne

**Website:** [www.agile-one.com](http://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:**

- MSP
- RPO
- VMS
- Direct sourcing
- Science, technology, engineering, math (STEM) recruiting

## 7. Alexander Mann Solutions

**Website:** [www.alexandermansolutions.com](http://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

## 8. Resource Solutions

**Website:** [www.resourcesolutions.com](http://www.resourcesolutions.com)

Resource Solutions helps leading brands gain insight and control over their recruitment activities while mitigating risk and improving hiring manager and candidate experience in 60 countries worldwide. With a comprehensive range of bespoke recruitment solutions, Resource Solutions helps companies recruit and retain the best talent.

**Services:**

- RPO
- Contingent workforce solutions, including MSP and SOW
- Recruitment technology (talentsource)
- Total talent solutions
- Talent acquisition and technology consulting

## 9. Broadleaf Results

**Website:** [www.broadleafresults.com](http://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:**

- MSP
- RPO
- IC/freelancer compliance and payroll services
- SOW and procurement management
- HR consulting

## 10. Workspend

**Website:** [workspend.com](http://workspend.com)

Workspend is a global leader in providing innovative talent supply chain solutions to both mid market and enterprise-level clients. We help our clients achieve their strategic business objectives by enabling them to gain access to global talent sources, developing data-rich insights into their global workforce, and by gaining control over their global labor spend.

**Services:**

- MSP
- RPO
- Payroll process outsourcing
- Direct sourcing

## Overall Leaders

Provider	Overall Score
<b>1. Workforce Logiq</b>	<b>632.68</b>
2. AMN Healthcare	630.19
3. Yoh	622.74
4. Pontoon Solutions	592.39
5. PeopleScout	560.56
6. AgileOne	513.91
7. Alexander Mann Solutions	512.51
8. Resource Solutions	502.07
9. Broadleaf Results	499.81
10. Workspend	497.85



## Breadth of Service Leaders

Provider	Breadth of Service
1. PeopleScout	29.33
2. Yoh	28.13
3. Workforce Logiq	26.13
4. AgileOne	24.88
5. Pontoon Solutions	23.36
6. Workspend	23.25
7. Alexander Mann Solutions	22.67
8. Resource Solutions	22.64
9. Broadleaf Results	22.58
10. AMN Healthcare	17.00



## Size of Deals Leaders

Provider	Size of Deals
<b>1. Workforce Logiq</b>	<b>7.25</b>
2. Pontoon Solutions	5.64
3. AMN Healthcare	5.38
4. Yoh	5.25
5. Workspend	4.88
6. Resource Solutions	4.73
7. Broadleaf Results	4.67
8. PeopleScout	4.56
9. Alexander Mann Solutions	4.44
10. AgileOne	4.38

## Quality of Service Leaders

Provider	Quality of Service
1. AMN Healthcare	284.54
2. Workforce Logiq	277.71
3. Yoh	272.03
4. Pontoon Solutions	261.30
5. PeopleScout	241.67
6. Alexander Mann Solutions	224.22
7. AgileOne	223.13
8. Resource Solutions	219.18
9. Broadleaf Results	218.17
10. Workspend	216.63

