

2020 Baker's Dozen Customer Satisfaction Ratings: RPO IN EMEA AND APAC

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 both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required five responses from a location in Europe, the Middle East or Africa, or Asia Pacific.

In order to determine an overall ranking, we analyse results across three subcategories: breadth of service, deal sizes, and quality of service. 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. The rankings are based on those scores. The numbers presented in the following tables represent those calculated scores; we include them 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* will discard incomplete surveys or surveys outside the normal distribution. This means 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 this ranking provides you some insight into your next RFP process.

Overall RPO Leaders in EMEA

Provider	Overall
1. Korn Ferry	746.49
2. Cielo	695.22
3. Resource Solutions	597.51
4. Alexander Mann Solutions	578.49
5. WilsonHCG	563.43
6. Gattaca	539.81
7. PeopleScout	460.68
8. Hudson RPO	446.38
9. Serendi	441.23

RPO Breadth of Service Leaders in EMEA

Provider	Breadth of Service
1. Cielo	22.60
2. Gattaca	21.63
3. Alexander Mann Solutions	21.50
4. WilsonHCG	20.40
5. Korn Ferry	19.50
6. Resource Solutions	19.00
7. Serendi	18.60
8. PeopleScout	16.60
9. Hudson RPO	15.40

RPO Size of Deal Leaders in EMEA

Provider	Size of Deals
1. Cielo	6.60
2. Alexander Mann Solutions	6.50
3. Korn Ferry	6.00
4. Resource Solutions	5.71
5. Gattaca	5.50
6. WilsonHCG	4.90
7. PeopleScout	4.60
8. Serendi	4.60
9. Hudson RPO	4.00

RPO Quality of Service Leaders in EMEA

Provider	Quality of Service
1. Korn Ferry	337.69
2. Cielo	310.56
3. Resource Solutions	267.24
4. Alexander Mann Solutions	255.90
5. WilsonHCG	250.15
6. Gattaca	237.71
7. PeopleScout	204.40
8. Hudson RPO	198.76
9. Serendi	193.52

Overall RPO Leaders in APAC

Provider	Overall
1. PeopleScout	723.43
2. Korn Ferry	605.92
3. Hudson RPO	587.41
4. Alexander Mann Solutions	578.49
5. Resource Solutions	491.32
6. KellyOCG	469.90

RPO Breadth of Service Leaders in APAC

Provider	Breadth of Service
1. PeopleScout	21.50
2. Hudson RPO	19.58
3. Korn Ferry	19.00
4. Alexander Mann Solutions	18.71
5. Resource Solutions	18.40
6. KellyOCG	15.44

RPO Size of Deal Leaders in APAC

Provider	Size of Deals
1. Alexander Mann Solutions	6.11
2. Korn Ferry	5.60
3. Hudson RPO	5.50
4. PeopleScout	5.00
5. Resource Solutions	5.00
6. KellyOCG	4.89

RPO Quality of Service Leaders in APAC

Provider	Quality of Service
1. PeopleScout	325.25
2. Korn Ferry	271.28
3. Hudson RPO	262.20
4. Alexander Mann Solutions	255.90
5. Resource Solutions	217.40
6. KellyOCG	209.63