

2020 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 analyze results across three subcategories: service breadth, 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. 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. Cielo

Website: www.cielotalent.com

Cielo is a strategic recruitment process outsourcing (RPO) partner and industry innovator delivering services in 100-plus countries. We design comprehensive, people-centric solutions and leverage Cielo TalentCloud to help clients find, attract, and hire talent to move their businesses forward.

Services:

- RPO
- Total talent acquisition
- Talent acquisition and technology consulting
- Executive search
- Employer brand consulting

2. Randstad Sourceright

Website: www.randstadsourceright.com

Randstad Sourceright creates strategic human capital value by combining proven people and processes with high-output technology to create efficiency, scalability, and flexibility—all with an eye on future business and talent needs.

Services:

- RPO
- Managed service program (MSP)
- Total talent solutions
- Talent experience and marketing
- Career transition services and outplacement

3. Sevenstep



Website: www.sevensteprpo.com

Sevenstep is a global leader in total talent outsourcing. Sevenstep provides a bespoke suite of solutions, including RPO, MSP, Sevayo™ talent analytics, and employer branding. Sevenstep's partnership-driven approach and unbounded vision means talent acquisition wins and true business performance gains.

Services:

- Enterprise RPO
- Project RPO
- MSP
- Sevayo and Sevayo insights
- Employer branding

4. 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. It has the experience, state-of-the-art technology, and sustained innovation investments to ensure that workforce solutions enhance client experience.

Services:

- RPO
- MSP
- Integrated talent solutions
- IGNITE (specialized consulting practice)
- Analytics, business research, and insights

5. 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:

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

6. Korn Ferry



Website: www.kornferry.com

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

Services:

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

7. WilsonHCG



Website: www.wilsonhcg.com

WilsonHCG is an award-winning leader in total talent solutions with a global presence spanning six continents and 65 countries. WilsonHCG provides a full suite of configurable talent services including RPO, executive search, contingent talent solutions, and technology advisory.

Services

- RPO
- Contingent talent solutions
- Executive search
- Talent consulting
- Technology advisory

8. Pontoon Solutions



Website: www.pontoonsolutions.com

Pontoon's global footprint is built upon robust processes, tailored solutions, and top technology that creates bespoke MSP, RXO, services procurement, and total talent programs. Pontoon improves the candidate experience and drives talent strategies that thrive in the world of work.

Services:

- MSP
- RXO
- Services procurement
- Total talent
- eXperience Hub

9. Alexander Mann Solutions

Website: www.alexandermannnsolutions.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:

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

10. Yoh



Website: yoh.com

A premier provider of total talent 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:

- Enterprise RPO
- Project RPO
- Hybrid RPO
- Contingent RPO
- Advisory/consulting services

11. Hudson RPO



Website: www.hudsonrpo.com

Hudson is a global talent solutions business that helps organizations transform their talent acquisition function to more effectively find, attract, hire, onboard, and retain diverse talent to drive their business success.

Services:

- RPO
- MSP
- TWS
- Recruitment projects
- Talent advisory

12. Resource Solutions

Website: www.resourcesolutions.com

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

Services:

- RPO
- MSP
- Statement of work (SOW)
- Total talent solutions
- Talent advisory services

13. Orion Talent

Website: www.oriontalent.com

Orion Talent helps people find meaningful careers and businesses grow by finding, delivering, and engaging the best talent around the world. Its expert team will manage the people, process, technology platform, and strategy to boost hiring performance.

Services:

- RPO
- Military talent solutions
- Search
- Talent attraction and sourcing
- Total talent solution

Overall Enterprise RPO Leaders

Provider	Overall Score
1. Cielo	721.79
2. Randstad Sourceright	714.93
3. Sevenstep	714.73
4. Allegis Global Solutions	711.52
5. PeopleScout	707.25
6. Korn Ferry	652.71
7. WilsonHCG	583.95
8. Pontoon Solutions	581.28
9. Alexander Mann Solutions	578.49
10. Yoh	577.98
11. Hudson RPO	571.33
12. Resource Solutions	565.40
13. Orion Talent	563.24

Enterprise RPO Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	23.21
2. Alexander Mann Solutions	21.50
3. Orion Talent	21.00
4. WilsonHCG	20.15
5. Sevenstep	19.95
6. Yoh	18.81
7. Resource Solutions	18.54
8. Hudson RPO	18.50
9. PeopleScout	18.48
10. Randstad Sourceright	18.46
11. Pontoon Solutions	18.00
12. Allegis Global Solutions	17.90
13. Korn Ferry	17.36

Enterprise RPO Size of Deal Leaders

Provider	Size of Deals
1. Pontoon Solutions	7.67
2. Cielo	7.64
3. Randstad Sourceright	7.23
4. Alexander Mann Solutions	6.50
5. Korn Ferry	6.36
6. Sevenstep	6.11
7. PeopleScout	5.91
8. Allegis Global Solutions	5.80
9. Orion Talent	5.50
10. Resource Solutions	5.31
11. Hudson RPO	4.72
12. WilsonHCG	4.69
13. Yoh	4.63

Enterprise RPO Quality of Service Leaders

Provider	Quality of Service
1. Randstad Sourceright	323.09
2. Allegis Global Solutions	322.40
3. Cielo	322.37
4. Sevenstep	322.16
5. PeopleScout	319.85
6. Korn Ferry	294.64
7. WilsonHCG	260.19
8. Pontoon Solutions	259.68
9. Yoh	258.46
10. Alexander Mann Solutions	255.90
11. Hudson RPO	255.51
12. Resource Solutions	252.46
13. Orion Talent	249.38

Overall Healthcare RPO Leaders

Provider	Overall
1. Cielo	743.36
2. Sevenstep	719.23
3. Kinetix	549.29
4. endevis	532.26
5. KellyOCG	470.68
6. AMN Healthcare	448.91

Healthcare RPO Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	24.57
2. Sevenstep	19.09
3. endevis	19.00
4. Kinetix	15.60
5. KellyOCG	15.33
6. AMN Healthcare	15.33

Healthcare RPO Size of Deal Leaders

Provider	Size of Deals
1. Cielo	8.14
2. Sevenstep	6.91
3. Kinetix	6.60
4. endevis	5.60
5. KellyOCG	4.67
6. AMN Healthcare	3.44

Healthcare RPO Quality of Service Leaders

Provider	Quality of Service
1. Cielo	331.38
2. Sevenstep	324.73
3. Kinetix	246.74
4. endevis	236.21
5. KellyOCG	210.17
6. AMN Healthcare	200.20

Midsize Deal RPO Leaders

1. endavis

Website: endavis.com

endavis is a people-first, technology-driven organization dedicated to optimizing and scaling the recruitment process. From enterprise solutions to on-demand recruitment, endavis's team works across healthcare, manufacturing and supply chain, finance, and technology industries.

Services:

- endavis on-demand recruitment subscription
- Project RPO
- Enterprise RPO
- Total talent solutions
- High-volume sourcing

2. Engage2Excel Recruitment Solutions



Website: www.engage2excel.com/recruitment

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

Services:

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

3. Kinetix

Website: kinetixhr.com

Kinetix is a recruitment process outsourcing firm that leverages an integrated services model composed of total RPO, staffing and recruiting, and HR consulting to ensure that company growth is never slowed by an inability to acquire and retain top talent.

Services:

- RPO
- Staffing and recruiting
- Recruitment marketing/employment branding
- Leadership skills training
- HR consulting

4. ADP RPO

Website: www.adp.com/rpo

ADP RPO is the recruitment process outsourcing team of ADP Inc., a comprehensive global provider of HCM solutions that helps organizations 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. AgileOne



Website: www.agile-one.com

Go beyond traditional workforce programs with a consultative partner that is able to manage the 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

6. LevelUP HCS



Website: www.leveluphcs.com

LevelUP HCS helps organizations meet evolving challenges and achieve their operational goals through customized talent and workforce solutions. The organization works as a true partner to clients, bringing subject matter expertise and results-driven solutions.

Services:

- RPO
- MSP
- TWS
- HR advisory
- Executive search

7. KellyOCG

Website: kellyocg.com

KellyOCG connects clients with the talent they need to fuel and grow their business via tailored RPO solutions driven by exceptional program management. KellyOCG supports its global client portfolio with world-class total talent management solutions built on proprietary insights and technology.

Services:

- RPO (end to end, modular, project)
- MSP
- Total talent management
- Talent advisory services and consulting
- Direct sourcing

8. Personify



Website: personifysearch.com

Personify is a nationally recognized global talent acquisition solutions provider that takes a strategic, data-driven approach to solving client hiring challenges. Its on-demand, customizable solutions provide an end-to-end recruitment process for a personalized hiring experience for candidates.

Services:

- Recruitment marketing/talent relationship management
- Sourcing and recruiting
- Client services/candidate experience management
- Market intelligence and data analytics
- Employee engagement

9. Advanced RPO

Website: www.advancedrpo.com

Advanced RPO recruiting solutions make hiring easier. The organization has decades of experience designing and administering hiring solutions for companies of all sizes. Advanced RPO offers holistic and partial talent acquisition solutions for projects, steady-state hiring, and hiring process redesign.

Services:

- End-to-end RPO
- Project RPO
- Hiring process consultative services
- Diversity strategy
- Functional recruitment expertise

10. Broadleaf Results

Website: www.broadleafresults.com

Broadleaf provides value-driven total talent management services to a myriad of industries. As a WBENC-certified, woman-owned business founded in 1965, Broadleaf's expert team leverages decades of talent acquisition and management experience. The organization helps deliver the most valuable asset: talent.

Services:

- MSP
- RPO
- Independent contractor compliance (ICC)
- SOW and procurement management
- Employer of record/payrolling (EOR)

11. PSG Global Solutions

Website: www.psgglobal.com

When people and technology come together, organizations get exceptional results. PSG Global Solutions combines a dedicated global recruiting team of 1,500-plus with a best-of-breed tech stack and next-gen processes to deliver the best talent.

Services:

- Sourcing
- Screening
- Recruiting support
- Contact center RPO
- Recruiting technology solutions

12. Pierpoint

Website: pierpoint.com

Pierpoint is a boutique RPO provider specializing in niche technical positions. It offers senior subject matter experts within various verticals and industries, delivers an advanced technology platform to amplify sourcing capabilities and enrich reporting, and streamlines clients' recruitment process.

Services:

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

13. AMN Healthcare

Website: AMNHealthcare.com

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

Services:

- RPO
- MSP
- Direct staffing
- Technology solutions
- Reporting and analytics

Overall Midsize Deal RPO Leaders

Provider	Overall
1. endevis	559.82
2. Engage2Excel Recruitment Solutions	553.66
3. Kinetix	548.34
4. ADP RPO	521.78
5. AgileOne	514.02
6. LevelUP HCS	501.64
7. KellyOCG	500.52
8. Personify	499.91
9. Advanced RPO	497.73
10. Broadleaf Results	481.83
11. PSG Global Solutions	475.34
12. Pierpoint	470.60
13. AMN Healthcare	448.91

Midsize Deal RPO Breadth of Service Leaders

Provider	Breadth of Service
1. ADP RPO	18.50
2. endavis	18.47
3. Personify	18.25
4. Engage2Excel Recruitment Solutions	17.90
5. LevelUP HCS	17.56
6. Advanced RPO	17.50
7. Broadleaf Results	16.86
8. KellyOCG	15.92
9. AMN Healthcare	15.33
10. Pierpoint	14.25
11. AgileOne	13.38
12. Kinetix	12.71
13. PSG Global Solutions	11.92

Midsize Deal RPO Size of Deal Leaders

Provider	Size of Deals
1. AgileOne	5.63
2. Kinetix	5.57
3. LevelUP HCS	5.33
4. ADP RPO	5.19
5. PSG Global Solutions	5.15
6. Broadleaf Results	5.14
7. KellyOCG	5.00
8. Engage2Excel Recruitment Solutions	4.90
9. endavis	4.80
10. Personify	4.63
11. Advanced RPO	4.40
12. Pierpoint	4.25
13. AMN Healthcare	3.44

Midsize Deal RPO Quality of Service Leaders

Provider	Quality of Service
1. endavis	250.03
2. Kinetix	248.96
3. Engage2Excel Recruitment Solutions	247.52
4. AgileOne	232.07
5. ADP RPO	231.76
6. KellyOCG	223.79
7. LevelUP HCS	222.89
8. Personify	221.74
9. Advanced RPO	221.38
10. PSG Global Solutions	214.98
11. Broadleaf Results	214.08
12. Pierpoint	211.14
13. AMN Healthcare	200.20

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