

2020 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.

Since 2018, a 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.

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, size of deals,

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 provide insight into your next RFP process.

1. 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
- TWS
- Talent advisory solutions
- Award-winning talent technology, Affinix™

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 who 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. 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

4. 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. Yoh provides integrated service delivery leveraging advanced technologies and tools.

Services:

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

5. 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

6. 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:

- MSP
- RPO
- Total talent management services
- HR consulting

7. 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

8. 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

9. 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
- Program and supplier management

10. 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

Overall Leaders

Provider	Overall Score
1. PeopleScout	769.68
2. Alexander Mann Solutions	666.84
3. Pontoon	597.60
4. Yoh	585.87
5. AMN Healthcare	579.74
6. Broadleaf Results	561.85
7. Resource Solutions	550.40
8. Allegis Global Solutions	544.54
9. Advantage xPO	443.99
10. AgileOne	434.85

Breadth of Service Leaders

Provider	Breadth of Service
1. PeopleScout	51.50
2. Alexander Mann Solutions	47.20
3. Yoh	45.00
4. Resource Solutions	37.13
5. AMN Healthcare	36.00
6. Broadleaf Results	32.60
7. Pontoon	20.68
8. Advantage xPO	20.50
9. Allegis Global Solutions	19.95
10. AgileOne	19.13

Size of Deal Leaders

Provider	Size of Deals
1. Pontoon	6.65
2. Allegis Global Solutions	6.15
3. AgileOne	5.00
4. Advantage xPO	4.75
5. PeopleScout	4.20
6. Broadleaf Results	4.10
7. Resource Solutions	3.87
8. Yoh	3.50
9. AMN Healthcare	3.38
10. Alexander Mann Solutions	2.80

Quality of Service Leaders

Provider	Quality of Service
1. PeopleScout	323.42
2. Pontoon	280.59
3. Alexander Mann Solutions	278.40
4. Allegis Global Solutions	254.75
5. AMN Healthcare	245.80
6. Yoh	241.39
7. Broadleaf Results	239.79
8. Resource Solutions	230.75
9. Advantage xPO	204.38
10. AgileOne	200.82