

# 2021 Baker's Dozen Customer Satisfaction Ratings: **MSP** (Contingent Labor Resourcing and Management)

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: breadth of service, 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. Workforce Logiq

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

Workforce Logiq is a global provider of AI-powered workforce intelligence, technology, and services that enables organizations to win and retain the talent they need to grow. With clients in more than 50 countries, Workforce Logiq provides expert guidance, predictive analytics, and 14 patented innovations.

**Services:**

- Managed services provider (MSP)/IC management/employer of record
- Vendor management system (VMS) and mobile apps
- Statement of work (SOW) management/services procurement
- Direct sourcing and recruitment process outsourcing (RPO)
- Predictive workforce analytics/Total Talent Intelligence® insight

## 2. Allegis Global Solutions

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

Allegis Global Solutions was founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses. The company focuses on understanding clients' challenges and opportunities; strategic thinking and future planning; and then shaping and delivering solutions to meet their unique needs.

**Services:**

- MSP/contingent workforce solutions
- Services procurement management (SOW), IC, and payroll management
- RPO/permanent workforce solutions
- Integrated talent solution
- Advisory services/talent attraction strategy development

## 3. AMN Healthcare

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

AMN Healthcare is the leader and innovator in total talent solutions for healthcare organizations across the nation. The company provides access to the most comprehensive network of quality healthcare professionals through its innovative recruitment strategies and breadth of career opportunities.

**Services:**

- Total talent strategy and planning
- MSP
- VMS
- RPO
- Digital solutions

## 4. Randstad Sourceright

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

Randstad Sourceright creates strategic human capital value by combining its 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:**

- MSP
- RPO
- Statement of work
- Total talent solutions
- Direct sourcing

## 5. PeopleScout

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

PeopleScout, a TrueBlue company, is a leading RPO provider managing talent solutions that span the global economy, with end-to-end 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 and single sign-on.

**Services:**

- RPO
- MSP
- Total workforce solutions
- Talent advisory solutions
- Award-winning talent technology, Affinix™

## 6. 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

## 7. AgileOne

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

From cutting-edge technologies to award-winning services, AgileOne has the expertise to provide true total talent management with access to world-class workforce solutions and technologies configured to meet unique enterprise needs. AgileOne is minority/woman-owned with operations across the globe.

**Services:**

- MSP
- RPO
- VMS
- Direct sourcing
- Science, technology, engineering, math (STEM) recruiting
- Payroll and contractor validation services (AllSourcePPS)

## 8. GRI

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

Uniquely independent and free from conflicts of interest, GRI is the only top-tier MSP that isn't owned by a staffing company or directed by special interests. GRI is a true client advocate, delivering innovative MSP solutions that drive workforce visibility, material cost savings, and superior talent.

**Services:**

- MSP
- Managed direct sourcing (MDS)
- SOW management/services procurement
- Supplier management
- Analytics and reporting

## 9. Yoh/DZConneX

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

Yoh/DZConneX delivers comprehensive workforce solutions to help clients optimize the acquisition process and management of critical talent, and provide integrated technology, tools, and insights that enable strategic business decisions and growth. Its suite of solutions includes MSP, RPO, payrolling management, IC and compliance, SOW/services procurement, direct sourcing, and contingent RPO.

**Services:**

- MSP
- VMS
- SOW management/services procurement
- Analytics and reporting
- Total talent

## 10. Broadleaf Results

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

Broadleaf is a proven provider of value-driven total talent management and workforce solutions. As a certified women-owned business with over 50 years of industry experience, Broadleaf helps companies by delivering their most valuable asset: talent.

**Services:**

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

## 11. Aya Healthcare

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

A digitally-driven healthcare staffing company, Aya Healthcare is the nation's largest travel nurse and allied staffing agency. Aya's managed marketplace and algorithm-driven personalized touchpoints drive further engagement, creating transparency and unrivaled efficiency for healthcare systems.

**Services:**

- MSP
- Tech-enabled marketplace
- Travel nurse, allied, locums, per diem, and non-clinical staffing
- Digital recruitment strategies for permanent hiring needs
- Clinical services/screening

## 12. 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. Workspend helps 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

## 13. RightSourcing

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

RightSourcing provides a single, integrated platform of high-touch services and innovative technology solutions to help healthcare organizations increase cost savings, improve talent quality, mitigate risk, and drive effectiveness. An integrated platform is more cost-effective, more agile, and maximizes efficiency.

**Services:**

- MSP
- VMS
- Self-sourcing/direct sourcing
- Compliance, payroll services, SOW management
- Analytics and reporting

**Overall Leaders**

Provider	Overall Score
1. Workforce Logiq	637.51
2. Allegis Global Solutions	636.71
3. AMN Healthcare	630.79
4. Randstad Sourceright	630.40
5. PeopleScout	615.90
6. Pontoon Solutions	613.79
7. AgileOne	514.26
8. GRI	513.67
9. Yoh/DZConneX	504.27
10. Broadleaf Results	503.60
11. Aya Healthcare	502.77
12. Workspend	502.23
13. RightSourcing	497.72

**Breadth of Service Leaders**

Provider	Overall Score
1. Allegis Global Solutions	25.44
2. Randstad Sourceright	23.89
3. PeopleScout	23.89
4. GRI	22.90
5. Pontoon Solutions	22.30
6. RightSourcing	22.15
7. Workforce Logiq	21.42
8. Yoh/DZConneX	20.46
9. Broadleaf Results	20.38
10. AMN Healthcare	19.25
11. Workspend	18.88
12. AgileOne	18.75
13. Aya Healthcare	18.26

## Size of Deal Leaders

Provider	Overall Score
<b>1. Allegis Global Solutions</b>	<b>7.56</b>
2. Pontoon Solutions	7.20
3. Randstad Sourceright	6.22
4. AMN Healthcare	6.13
5. Workforce Logiq	5.92
6. PeopleScout	5.44
7. GRI	5.00
8. Yoh/DZConneX	4.92
9. Aya Healthcare	4.89
10. Workspend	4.88
11. Broadleaf Results	4.38
12. RightSourcing	4.38
13. AgileOne	4.38

## Quality of Service Leaders

Provider	Overall Score
<b>1. Workforce Logiq</b>	<b>284.27</b>
2. AMN Healthcare	282.75
3. Allegis Global Solutions	280.08
4. Randstad Sourceright	278.78
5. PeopleScout	272.13
6. Pontoon Solutions	271.83
7. AgileOne	228.25
8. GRI	224.40
9. Aya Healthcare	223.00
10. Workspend	222.25
11. Yoh/DZConneX	221.92
12. Broadleaf Results	221.85
13. RightSourcing	217.62