

# 2021 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. Randstad Sourceright

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

## 2. Pontoon Solutions



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

## 3. 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 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™

## 4. AMS

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

AMS is a global total workforce solutions firm that enables organizations to thrive in an age of constant through "True Workforce Dexterity."

**Services:**

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

## 5. Allegis Global Solutions

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

Passion for talent is the driving force behind everything Allegis Global Solutions does. The company lives to match exceptional organizations with outstanding people. By creating a culture devoted to great talent, Allegis Global Solutions delivers client-focused solutions that make a difference.

**Services:**

- RPO
- MSP
- TWS
- Consulting services
- Analytics and reporting

## 6. Yoh/DZConneX



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

A premier provider of total talent solutions with a focus on sourcing, engagement, and optimization of both contingent labor and permanent talent, Yoh/DZConneX provides integrated service delivery by leveraging advanced technologies and tools.

**Services:**

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

## 7. Resource Solutions



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

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

Broadleaf's consultative approach to total talent management offers organizations—across a wide range of industries—complete, end-to-end talent solutions that solve their diverse workforce needs. As a WBE founded in 1965, Broadleaf delivers employers' most valuable asset—talent!

**Services:**

- Total talent management (TTM)
- Managed service programs (MSP)
- Recruitment process outsourcing (RPO)
- Employer of record (EOR)
- Independent contractor compliance (ICC)
- Statement of Work (SOW) management

## 9. KellyOCG

**Website:** [www.kellyocg.com](http://www.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
- MSP
- Total talent management
- Talent advisory services and consulting
- Direct sourcing

## 10. Gattaca Solutions

**Website:** [www.gattacapl.com/our-solutions/collaborative-workforce-solutions](http://www.gattacapl.com/our-solutions/collaborative-workforce-solutions)

Gattaca Solutions delivers flexible, permanent, and total workforce solutions to engineering and technology businesses via its specialist recruitment brands and supply chain. Through close collaboration, it overcomes sourcing challenges, improves processes, promotes compliance, enhances employer brands, and delivers exceptional experiences.

**Services:**

- MSP
- RPO
- Total workforce solutions
- Employer branding services
- Talent consulting

## 11. AMN Healthcare

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

## 12. Advantage xPO

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

## Overall Leaders

Provider	Overall Score
1. Randstad Sourceright	740.18
2. Pontoon Solutions	725.34
3. PeopleScout	642.16
4. AMS	636.86
5. Allegis Global Solutions	567.61
6. Yoh/DZConneX	564.70
7. Resource Solutions	563.05
8. Broadleaf Results	552.13
9. KellyOCG	501.88
10. Gattaca Solutions	499.64
11. AMN Healthcare	498.88
12. Advantage xPO	453.18

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## Breadth of Service Leaders

Provider	Breadth of Service
1. PeopleScout	47.92
2. Randstad Sourceright	46.57
3. KellyOCG	43.13
4. Pontoon Solutions	42.14
5. Yoh/DZConneX	41.11
6. AMS	40.89
7. Resource Solutions	40.33
8. Broadleaf Results	40.33
9. Gattaca Solutions	39.09
10. Advantage xPO	36.60
11. Allegis Global Solutions	36.00
12. AMN Healthcare	34.25

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## Size of Deal Leaders

Provider	Size of Deals
1. Allegis Global Solutions	6.17
2. KellyOCG	6.00
3. Resource Solutions	5.50
4. Pontoon Solutions	5.43
5. Randstad Sourceright	5.14
6. AMS	5.00
7. PeopleScout	4.17
8. AMN Healthcare	3.75
9. Yoh/DZConneX	3.56
10. Gattaca Solutions	3.36
11. Advantage xPO	2.40
12. Broadleaf Results	2.00

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## Quality of Service Leaders

Provider	Quality of Service
1. Randstad Sourceright	350.75
2. Pontoon Solutions	343.59
3. PeopleScout	304.40
4. AMS	301.60
5. Allegis Global Solutions	268.23
6. Yoh/DZConneX	267.72
7. Resource Solutions	266.28
8. Broadleaf Results	262.25
9. KellyOCG	236.99
10. Gattaca Solutions	236.80
11. AMN Healthcare	236.31
12. Advantage xPO	215.00

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