

2022 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: service breadth, deal sizes, and service quality. 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 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. PRO Unlimited

Website: www.prounlimited.com

PRO Unlimited offers modern workforce management and a partner ecosystem supported by data, software, intelligence and services. PRO's integrated workforce management platform provides the speed, scale, flexibility, and expertise to serve as the only holistic platform for the modern workforce.

Services:

- Professional managed services
- Vendor management system
- Managed employer of record
- Direct sourcing
- Total talent intelligence

2. AgileOne

Website: 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. The organization is minority/woman-owned, with operations across the globe.

Services:

- Managed services program (MSP)
- Recruitment process outsourcing (RPO)
- Vendor management system (VMS)
- Direct sourcing
- Science, technology, engineering, math (STEM) recruiting
- Payroll and contractor validation services (AllSourcePPS)

3. PeopleScout

Website: www.peoplescout.com

PeopleScout, a TrueBlue (NYSE: TBI) 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 as well as optimizes the client's talent process through data and actionable insights.

Services:

- Recruitment process outsourcing (RPO)
- Managed service provider (MSP) Solutions
- Total workforce solutions
- Talent advisory solutions
- Award-winning talent technology, Affinix™

4. Allegis Global Solutions

Website: www.AllegisGlobalSolutions.com

Allegis Global Solutions (AGS) is a leading provider of workforce solutions, transforming the way the world acquires talent in order to deliver immediate and lasting impact. Through decades of industry experience, and with services across 60-plus countries, we know what it takes to innovate, consult, design, and implement successful, creative and data-driven solutions across all workforce categories.

Services:

- MSP/contingent workforce solutions
- Procurement solutions/SOW
- RPO/permanent workforce solutions
- Total workforce solutions
- Advisory services/workforce strategy

5. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare is empowering the future of healthcare care through custom, scalable, tech-enabled innovative staffing and total talent solutions that deliver on the mission of healthcare for results that make a difference.

Services:

- Healthcare staffing and search solutions (nurse, allied, executive and leadership, physician and advance practice, revenue cycle)
- Industry-leading technology solutions (VMS, scheduling and staff planning, credentialing, telehealth)
- Managed services programs
- Language interpretation including video remote interpretation
- Consulting and workforce optimization

6. Pontoon Solutions

Website: www.pontoonsolutions.com

Pontoon a workforce solutions provider, backed by the Adecco Group's ecosystem of brands which collectively build and execute holistic strategies for our customers. The organization enhances the experience for candidates and hiring managers while working with customers to achieve their business outcomes.

Services:

- MSP
- RXO
- Services procurement
- Total talent
- Direct sourcing

7. Advantage xPO

Website: www.advantagexpo.com

For over 30 years, Advantage xPO has provided seamless workforce outsourcing solutions. The organization focuses on workforce planning, market intelligence, and data to successfully augment full-time staff through its supplier partnerships in all labor categories.

Services:

- Managed service programs and vendor management technology
- Direct sourcing
- Employer of record - professional
- Payrolling services
- Recruitment process outsourcing

8. DZConneX

Website: www.dzconnex.com

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:

- Managed services program (MSP)
- Recruitment process outsourcing (RPO)
- Direct sourcing
- Statement of Work (SOW) management/services procurement
- IC vetting and management

9. Aya Healthcare/Qualivis

Website: www.ayahealthcare.com

Aya Healthcare is the nation's largest healthcare staffing provider and only technology-driven staffing platform connecting healthcare systems with clinicians at scale. Delivering unparalleled accountability and exceptional experiences, the organization provides best-in-class workforce solutions for thousands of healthcare clients across the country.

Services:

- Managed services program (MSP)
- Tech-enabled marketplace for travel, per diem and permanent hiring
- Travel nurse, allied, locums, local contract, per diem and non-clinical staffing
- Advanced market and workforce analytics
- Advisory solutions addressing your total workforce challenges

10. Workspend

Website: 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

11. EverHive

Website: www.everhive.com

EverHive is one of the few companies in the world to provide a holistic and truly vendor-neutral approach to optimizing contingent workforce management programs. EverHive is the only company offering a hybrid MSP model. Its custom solutions are used around the world by industries across the business sphere.

Services:

- MSP
- RPO
- Direct sourcing/transparent payrolling
- SOW management/services procurement
- Total contingent workforce solutions and advisory

12. GRI

Website: www.grimsp.com

GRI provides cost-effective, innovative MSP solutions to drive visibility, deliver cost savings, and attract better talent. GRI is the only independent MSP that is free of channel conflict and operates to deliver the most effective, efficient, value-driven MSP platform.

Services:

- Managed services program (MSP)
- Statement of work (SOW)
- Managed direct sourcing (MDS)
- Envision™ analytics and reporting
- PRISMM supplier management

13. Medical Solutions

Website: www.medicalsolutions.com

Medical Solutions is one of the nation's largest providers of total workforce solutions in the healthcare industry. Its managed services program (MSP) streamlines clinical and non-clinical staffing, helping facilities nationwide gain efficiencies, control labor costs, and enhance patient care standards.

Services:

- Workforce solutions/managed services
- Travel healthcare staffing (acute and post-acute)
- Executive leadership
- Non-clinical staffing
- Healthcare strike staffing

Overall Leaders

Provider	Overall Score
1. PRO Unlimited	671.55
2. AgileOne	626.98
3. PeopleScout	609.67
4. Allegis Global Solutions	606.03
5. AMN Healthcare	597.47
6. Pontoon Solutions	597.32
7. Advantage xPO	597.24
8. DZConneX	531.48
9. Aya Healthcare/Qualivis	524.35
10. Workspend	523.84
11. EverHive	499.86
12. GRI	481.27
13. Medical Solutions	455.84

Breadth of Service Leaders

Provider	Overall Score
1. Workspend	26.14
2. PeopleScout	25.75
3. Allegis Global Solutions	25.50
4. PRO Unlimited	24.07
5. DZConneX	23.67
6. GRI	23.57
7. AgileOne	22.86
8. Pontoon Solutions	22.25
9. Aya Healthcare/Qualivis	20.95
10. EverHive	19.89
11. Advantage xPO	19.00
12. AMN Healthcare	18.29
13. Medical Solutions	18.14

Size of Deal Leaders

Provider	Overall Score
1. Allegis Global Solutions	7.25
2. PeopleScout	6.00
3. Advantage xPO	5.73
4. AMN Healthcare	5.71
5. Pontoon Solutions	5.63
6. PRO Unlimited	5.57
7. AgileOne	5.57
8. DZConneX	5.44
9. EverHive	5.11
10. Aya Healthcare/Qualivis	5.05
11. Medical Solutions	5.00
12. Workspend	4.71
13. GRI	4.57

Quality of Service Leaders

Provider	Overall Score
1. PRO Unlimited	298.44
2. AgileOne	278.20
3. AMN Healthcare	267.80
4. PeopleScout	267.48
5. Advantage xPO	267.11
6. Allegis Global Solutions	265.53
7. Pontoon Solutions	264.55
8. DZConneX	232.11
9. Aya Healthcare/Qualivis	231.05
10. Workspend	226.71
11. EverHive	220.22
12. GRI	208.57
13. Medical Solutions	200.71