

RPO Baker's Dozen Customer Satisfaction Ratings™

By The Editors

HRO Today's RPO Baker's Dozen Customer 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 RPO 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 RPO Baker's Dozen Customer Satisfaction Ratings™ provide insight into your next RFP process.

1. Korn Ferry



Website: www.kornferry.com/rpo

Korn Ferry finds the right people at scale so businesses can thrive. The company analyzes current and future needs to create a talent acquisition model that can adapt and evolve with business, supported by the right technology.

Services:

- End-to-end recruitment
- Blended/co-sourced/hybrid recruitment
- Resource augmentation
- Next generation recruitment
- Talent acquisition consulting



A Formula That Works

Talent
+ Tech
+ Training
+ Infrastructure

The pace of hiring may change, but competition for the most valued skills remains high.

Does your talent acquisition function have what it takes to lead? We can help.

For skills at all levels, companies trust Sevenstep for their critical talent demands because **our approach to TA just adds up.**

Get insight on what it takes to stay ahead.

[LEARN MORE >](#)

SEVENSTEP

2. Cielo

Website: www.cielotalent.com

Cielo is the world's leading strategic recruitment process outsourcing partner and industry innovator delivering RPO, total talent acquisition, consulting, and executive search services in more than 100 countries. The company designs comprehensive, people-centric solutions and offers the TalentCloud platform, featuring CRM, AI, automation and analytics capabilities, to help clients find, attract, and hire the specific talent to move business forward.

Services:

- RPO
- Total talent acquisition
- Executive search
- Employer branding
- HR and technology consulting

3. WilsonHCG



Website: www.wilsonhcg.com

WilsonHCG is an award-winning, global leader in total talent solutions. Operating as a strategic partner, it helps some of the world's most well-known organizations build effective talent functions.

Services:

- RPO
- Total talent solutions
- Executive search
- Contingent talent solutions
- Talent consulting

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 an immediate and lasting impact. Through decades of industry experience, and with services across 100-plus countries, AGS knows what it takes to innovate, consult, design, and implement successful, creative, and data-driven solutions across all workforce categories.

Services:

- Managed service provider/direct sourcing
- Procurement solutions
- Recruitment process outsourcing
- Advisory
- Universal workforce model

A recognized global industry leader in recruitment outsourcing

Helping organisations build and manage their workforce for the opportunities of tomorrow.

We are pioneers in the development of outsourced recruitment. From our unwavering commitment to foster relationships as talent partners, to our passion and experience in making every click and conversation a seamless, positive experience, we pride ourselves in our ability to continuously deliver impact, with the support of industry-leading technology.

Our passion for the customer experience and delivery as well as our people and innovation are the foundation of everything we do, and as strategic advisors we work with our clients to help them find the talent they need to succeed to help them hire faster and smarter.

Recruitment doesn't have to be a time-consuming and inconsistent process. For over 20 years Resource Solutions has been providing best-in-class recruitment to businesses in multiple industries, from global accounts with demanding growth strategies to single sites with smaller recruitment volumes.



100,000+

Global placements



3,200+

Global staff



84%

Global non-agency hiring across all clients



55+

Countries placed



6

Global Service Centers providing 24/7 support

RPO | MSP | Total Talent | Brand & Experience | Assessment | Market Intel | Diverse Hiring | Technology

5. Sevenstep



Website: www.sevensteprpo.com

Sevenstep is a global talent solutions leader. Business leaders rely on Sevenstep's highly trained, experienced team, and its proprietary Sevayo® Insights intelligence platform to achieve ambitious goals and resolve complex challenges through its strategic workforce solutions.

Services:

- RPO
- MSP
- Talent analytics - Sevayo® Insights
- Employer branding
- HR Tech consulting

6. PeopleScout

Website: www.peoplescout.com

PeopleScout 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™

7. AMS

Website: www.weareams.com

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

Services:

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

8. Pontoon Solutions



Website: www.pontoonsolutions.com

Pontoon is a workforce solutions provider, backed by the Adecco Group's ecosystem of brands which collectively builds and executes holistic strategies to achieve business outcomes. Pontoon enhances the experience for clients, partners, and colleagues to deliver best-in-class solutions for customers.

Services:

- MSP
- RXO
- Services procurement
- Total talent

9. Hudson RPO



Website: www.hudsonrpo.com

Hudson RPO delivers innovative, customized recruitment outsourcing and total talent solutions to organizations worldwide. Through its consultative approach, the company designs tailored solutions to meet clients' strategic growth initiatives, while giving them the tools to unlock a deeper competitive advantage.

Services:

- End-to-end RPO and MSP
- Project and on-demand recruitment
- Total talent solutions
- Employer branding
- Talent advisory

10. Personify

Website: www.personifysearch.com

Personify is a globally recognized recruitment process outsourcing provider. Personify transforms reactive recruitment approaches into progressive, proactive solutions providing a scalable, on-demand delivery model that saves customers time, money, and resources. That's why Personify is the first step to smarter hiring.

Services:

- RPO: end-to-end, blended, or project
- Sourcing and recruiting
- Recruitment marketing
- Client services (scheduling/process management)
- Business intelligence, analytics, quality

11. Resource Solutions

Website: www.resourcesolutions.com

Resource Solutions, part of the Robert Walters Group, has been a leading provider of workforce and advisory solutions and pioneers in the development of outsourced recruitment since 1997. Resource Solutions has a global footprint across 31 countries.

Services:

- End-to-end (enterprise) RPO
- Project RPO
- Modular RPO
- Contract recruiters/resource augmentation

12. DZConneX



Website: 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, DZConneX provides integrated service delivery by leveraging advanced technologies and tools.

Services:

- End-to-end RPO
- Project/hybrid RPO
- Contingent RPO
- Direct sourcing
- Advisory/consulting services

13. KellyOCG

Website: kellyocg.com

KellyOCG offers flexible, powerful, and personalized recruiting solutions to deliver the talented people that today's organizations need. Whether looking to hire for a specific project or something more long-term, organizations count on KellyOCG for smart, quick RPO solutions.

Services:

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

Overall Enterprise RPO Leaders

Provider	Overall Score
1. Korn Ferry	716.29
2. Cielo	714.79
3. WilsonHCG	712.45
4. Allegis Global Solutions	710.65
5. Sevenstep	710.14
6. PeopleScout	637.80
7. AMS	612.52
8. Pontoon Solutions	595.92
9. Hudson RPO	592.90
10. Personify	577.25
11. Resource Solutions	543.31
12. DZConneX	528.72
13. KellyOCG	467.71

Enterprise Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	23.50
2. Sevenstep	19.38
3. Resource Solutions	19.38
4. Korn Ferry	19.06
5. WilsonHCG	19.00
6. AMS	19.00
7. Hudson RPO	19.00
8. Personify	18.78
9. DZConneX	18.16
10. Allegis Global Solutions	17.39
11. PeopleScout	17.25
12. KellyOCG	16.35
13. Pontoon Solutions	16.15

Enterprise RPO Size of Deal Leaders

Provider	Size of Deals
1. AMS	7.75
2. Cielo	7.33
3. Allegis Global Solutions	6.78
4. Korn Ferry	6.44
5. Sevenstep	6.00
6. Pontoon Solutions	6.00
7. PeopleScout	5.83
8. WilsonHCG	5.40
9. Hudson RPO	5.25
10. DZConneX	5.24
11. Resource Solutions	5.17
12. KellyOCG	5.12
13. Personify	4.61

Enterprise RPO Quality of Service Leaders

Provider	Quality of Service
1. Korn Ferry	323.51
2. WilsonHCG	322.08
3. Allegis Global Solutions	322.07
4. Sevenstep	320.47
5. Cielo	318.91
6. PeopleScout	287.80
7. AMS	273.71
8. Pontoon Solutions	268.69
9. Hudson RPO	265.20
10. Personify	258.14
11. Resource Solutions	241.31
12. DZConneX	235.32
13. KellyOCG	207.78

Midsized Deal RPO Leaders

1. Orion Talent

Website: www.orientalent.com

Orion Talent helps organizations fill one or 10,000 roles with the right people and the right solution, so they can build a winning team—today and into the future.

Services:

- RPO
- Military solutions
- Professional search
- Talent attraction and diversity sourcing
- Contingent workforce solutions

2. Hueman RPO

Website: www.huemanrpo.com

Hueman is a nationwide people solutions organization focusing on core value-based hiring. Hueman forges strategic partnerships to source, screen, and recruit culture and value-matched candidates on behalf of its partners.

Services:

- Recruitment process outsourcing
- Contract recruiting
- Direct hire and executive search
- Talent branding and recruitment marketing
- Talent acquisition consulting

3. Engage2Excel Recruitment Solutions



Website: www.engage2excel.com/recruitment

Engage2Excel Recruitment Solutions gives HR departments the freedom to be strategic and helps organizations create unique candidate and hiring manager experiences. Its industry-leading recruitment technology and solutions 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
- Strategic search/on-demand
- Hourly/contract recruiting
- ATS/CRM platform



FIND & KEEP TOP TALENT

Put the recruiting experts at Engage2Excel Recruitment Solutions to work as an extension of your team. Our plug-and-play technology stack adapts to your requirements and hiring systems. We can help you overcome today's toughest hiring challenges at any stage of recruitment or throughout your talent acquisition process.



RPO
PROGRAMS



PROJECT
RECRUITING



STRATEGIC
SEARCH



HOURLY/CONTRACT
RECRUITING

Engage²Excel[®]
RECRUITMENT SOLUTIONS

Learn more at engage2excel.com/recruitment

2022 PEAK Matrix Assessment Major Contender – Global and EMEA
2021 HRO Today Baker's Dozen List Midsize RPO

4. PSG Global Solutions

Website: www.psgglobal.com

PSG provides outsourced recruiting support to some of the world's largest recruiting operations. PSG supercharges in-house teams with recruiting agility today to manage the talent acquisition challenges of tomorrow.

Services:

- Screening
- Recruiting support
- Full-cycle RPO
- Project RPO

5. LevelUP HCS

Website: leveluphcs.com

LevelUP HCS provides sustainable talent acquisition and contingent workforce solutions to meet the demands of the evolving world of work. Their agile, client-first approach and ability to deliver top talent has made LevelUP a leader serving mid-market and growing companies.

Services:

- Recruitment process outsourcing (RPO)
- Contingent workforce solutions
- Executive search/direct placement
- HR advisory and consulting
- Total talent

6. Pierpoint International

Website: www.pierpoint.com

Pierpoint designs and delivers custom RPO and workforce solutions that blend talented people, the right technologies, tailored processes, and proper planning to improve our clients' talent acquisition strategies for their organization to gain a competitive advantage.

Services:

- Recruitment process outsourcing (RPO)
- On-demand recruitment teams
- Executive search
- Contingent workforce solutions
- Talent acquisition consulting

ARE YOU OVERLOOKING HIRING MANAGER SATISFACTION?

Unsatisfied Hiring Managers...

Become less engaged in the recruiting process.

Put additional work on their existing team.

Hire candidates without the necessary skills to succeed.

Lower the rest of the team's morale.

Take on recruiting, leading to lower productivity in their normal role.



Download our Hiring Manager Satisfaction Survey to measure the success of your recruiting initiatives!

7. ActOne Group



Website: www.actone.com

As the largest privately held, Black-woman owned global talent and procurement services organization, ActOne Group operates in over 33 countries. Founded over five decades ago, the company has been focused since day one on the ideal: "the worker is the center of the universe."

Services:

- Staffing and recruiting
- Managed services
- Recruitment process outsourcing
- Payrolling
- Acceleration VMS platform

8. 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

9. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare is the leader and innovator in total talent solutions for healthcare organizations across the nation. AMN recruitment process outsourcing helps organizations optimize recruitment to quickly and efficiently hire quality candidates while lowering costs and ensuring the right cultural fit.

Services:

- Workforce staffing and leadership search
- Talent planning and acquisition
- Consulting services
- Workforce technology and virtual care

Gain a competitive advantage

At Advantage xPO, every one of our RPO programs is tailor-made to address your talent acquisition challenges. Our end-to-end Enterprise RPO solution covers all services connected with permanent recruitment, including the technology to manage the process and produces the biggest savings for you. It provides a better experience for the hiring manager and the candidate, improves hiring outcomes, and gives senior stakeholders a holistic view of performance. Our team will deliver on-site and/or off-site resources, helping you with:

- Sourcing & Screening of Candidates
- Candidate Assessments
- Process Management
- Technology Management
- Branding & Recruitment Marketing
- Compliance
- Agency Management
- Internal Mobility
- Offer Management
- Employee Onboarding
- Post Hire Care

We have solutions to fit all your needs, like Project RPO, which includes Selective RPO and Recruiter on Demand (ROD). To learn more about the benefits of partnering with Advantage xPO, visit advantagexpo.com or email solutions@advantagexpo.com

Advantage^{xPO}[®]

HRO^{TODAY} Baker's Dozen
Customer Satisfaction Ratings
MANAGED SERVICE PROGRAMS
○○○○○ *2022 Winner* ○○○○

HRO^{TODAY} Baker's Dozen
Customer Satisfaction Ratings
RPO PROVIDERS
○○○○○ *2021 Midsize Deal Winner* ○○○○

HRO^{TODAY} Baker's Dozen
Customer Satisfaction Ratings
TOTAL WORKFORCE SOLUTIONS
○○○○○ *2021 Winner* ○○○○

10. Endevis by Job.com

Website: endevis.com

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

Services:

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

11. Broadleaf Results, Inc.

Website: 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)
- Recruitment process outsourcing (RPO)
- Managed service programs (MSP)
- Direct sourcing
- Employer of record (EOR)

12. Job MobZ

Website: www.jobmobz.com

Job MobZ provides high-engagement and a partnership-driven approach to help talent grow beyond the expected to the extraordinary. The company specializes in building long-lasting partnerships with clients and helping to build talent at the exact scale and pace to meet organizational needs.

Services:

- Recruitment process outsourcing (RPO)
- Recruiting as a service (contract recruiters on demand)
- Managed services provider (MSP)
- Project recruiting/sourcing
- Global RPO

Lower Your Agency Use and Reduce Costs

Find the Right Permanent Talent Fast with Recruitment Outsourcing

We focus on the right metrics and smart sourcing to help you overcome the challenges of recruiting top talent. Working together, we provide permanent workforce candidates who fit your culture and mission – all while lowering costs and decreasing your reliance on a temporary, contingent workforce.

To learn how we can help improve candidate quality, optimize the talent mix, and reduce your need for contingent labor, email us at **RPOinfo@amnhealthcare.com**.

▶ **AMNHealthcare.com/RPO**



AMN Healthcare is proud to have been named to HROs Baker's Dozen for RPO Customer Satisfaction in 2021.

13. TSP

Website: taylor-strategy.com

TSP helps make companies stronger. For more than 50 years, healthcare and life sciences organizations have trusted TSP to find the right teammates - and build the right teams - to help achieve talent acquisition goals.

Services:

- RPO
- Sales accelerator
- Executive and professional search
- Consulting and assessment
- tspSTORYTELLER

Overall Midsize Deal RPO Leaders

Provider	Overall
1. Orion Talent	464.83
2. Hueman RPO	464.70
3. Engage2Excel Recruitment Solutions	461.23
4. PSG Global Solutions	460.17
5. LevelUP HCS	459.67
6. Pierpoint International	448.86
7. ActOne Group	444.19
8. Advantage xPO	442.43
9. AMN Healthcare	436.21
10. Endevis by Job.com	431.31
11. Broadleaf Results, Inc.	429.16
12. Job MobZ	425.33
13. TSP	422.28

Midsized Deal RPO Breadth of Service Leaders

Provider	Breadth of Service
1. Advantage xPO	16.77
2. Orion Talent	16.69
3. Job MobZ	16.68
4. Hueman RPO	16.44
5. Endevis by Job.com	16.38
6. LevelUP HCS	15.30
7. Engage2Excel Recruitment Solutions	15.14
8. AMN Healthcare	14.89
9. TSP	14.80
10. Pierpoint International	14.78
11. Broadleaf Results, Inc.	14.69
12. ActOne Group	13.86
13. PSG Global Solutions	10.15

Midsized Deal RPO Size of Deal Leaders

Provider	Size of Deals
1. PSG Global Solutions	5.15
2. ActOne Group	5.00
3. Hueman RPO	4.88
4. Engage2Excel Recruitment Solutions	4.86
5. Broadleaf Results, Inc.	4.85
6. Endevis by Job.com	4.76
7. Advantage xPO	4.62
8. LevelUP HCS	4.60
9. AMN Healthcare	4.44
10. Orion Talent	4.38
11. TSP	4.20
12. Pierpoint International	4.11
13. Job MobZ	3.60

Midsized Deal RPO Quality of Service Leaders

Provider	Quality of Service
1. PSG Global Solutions	209.19
2. Orion Talent	206.37
3. Hueman RPO	206.36
4. Engage2Excel Recruitment Solutions	205.76
5. LevelUP HCS	204.97
6. Pierpoint International	200.41
7. ActOne Group	198.63
8. Advantage xPO	195.57
9. AMN Healthcare	194.19
10. Broadleaf Results, Inc.	190.85
11. Endevis by Job.com	190.54
12. Job MobZ	187.83
13. TSP	187.71

Overall Healthcare RPO Leaders

Provider	Overall
1. Cielo	763.96
2. Sevenstep	741.18
3. Personify	571.72
4. Hueman RPO	545.75
5. AMN Healthcare	454.48
6. Engage2Excel Recruitment Solutions	446.98
7. LevelUP HCS	438.77
8. Endevis by Job.com	438.26
9. PSG Global Solutions	415.02

Healthcare RPO Breadth of Service Leaders

Provider	Breadth of Service
1. Cielo	24.80
2. Sevenstep	22.00
3. Personify	17.20
4. Hueman RPO	16.50
5. Endevis by Job.com	16.14
6. AMN Healthcare	15.00
7. Engage2Excel Recruitment Solutions	15.00
8. LevelUP HCS	13.20
9. PSG Global Solutions	9.13

Healthcare RPO Size of Deal Leaders

Provider	Size of Deals
1. Cielo	8.20
2. Sevenstep	7.39
3. Hueman RPO	5.25
4. PSG Global Solutions	5.25
5. Engage2Excel Recruitment Solutions	5.00
6. Endevis by Job.com	4.14
7. Personify	4.00
8. AMN Healthcare	3.83
9. LevelUP HCS	3.40

Healthcare RPO Quality of Service Leaders

Provider	Quality of Service
1. Cielo	340.98
2. Sevenstep	332.67
3. Personify	256.99
4. Hueman RPO	244.78
5. AMN Healthcare	203.00
6. Engage2Excel Recruitment Solutions	199.04
7. LevelUP HCS	197.12
8. Endevis by Job.com	194.24
9. PSG Global Solutions	188.49