

## "10 Best" RPO Provider Ranking

In today's environment, companies face unique challenges in managing their workforce. In response to these challenges, Recruitment Process Outsourcing (RPO) is fast becoming a critical strategy for market leadership. To assist companies in their analysis, The Outsourcing Institute (OI), in association with Human Resource Executive (HRE) Magazine and the International Quality & Productivity Center (IQPC) conference, has conducted its first annual client satisfaction survey of RPO providers. The survey results will be published in the April 2013 edition of Human Resource Executive Magazine and the "10 Best" providers will be recognized with awards at IQPC's upcoming 13th HR Shared Services & Outsourcing Summit taking place May 13-16, 2013 at Hotel Sax in Chicago.

OI's "10 Best" Provider Rankings are based solely on responses from the clients of RPO providers. The rankings are based on the survey analysis of Human Capital Group LLC (HCG), an independent third party, and are not the opinion of OI. Responses were collected through an online survey which was distributed indirectly by sending over 40 RPO service providers the link to send to their clients. The RPO vendor clients that responded represented an excess of 15 different industries.

In determining the overall ranking, the results were analyzed across four primary categories:

- Understanding Client Needs
- Solution Delivery
- Value for Fees
- General Service Capabilities

*These categories were purposefully selected because they provide buyers with insight to some of the key criteria used in evaluating and selecting an outsourcing provider.*

After collection, the data was loaded into HCG's database for analysis and scoring. In addition to scoring each of the categories, algorithms were used for determining the overall score for the providers based on the importance clients place on categories and questions within each category. The calculated scores presented demonstrate the relative differences of the service providers based on the feedback of their clients.

We at OI, HRE and IQPC hope this "10 Best" Provider Ranking assists you as you consider your experiences and needs for your recruitment processes.

## **NO. 1 PONTOON SOLUTIONS**

Pontoon Solutions is a major RPO player in terms of scale, size, flexibility, customer service and customer satisfaction that aims to become its customer's trusted adviser. It delivers industry-vertical recruitment-outsourcing solutions for the following sectors: financial services, pharmaceutical, healthcare, life sciences, information technology, energy, manufacturing, telecommunications, business services, retail, government, defense contractors, logistics and transport, and others.

Its global footprint and local-market presence, covering more than 60 countries and territories, helps it provide scalable recruitment-outsourcing solutions.

Its client engagements accounted for more than 73,000 hires in 2012.

Capabilities include candidate sourcing and screening, recruitment advertising, employment-brand management, offer management and on-boarding, interview scheduling and travel management, social/new-media recruitment, research and talent mapping, ATS optimization, workforce and supply/demand planning, consulting and recruitment audits, culture and values assessments, management information, analytics, gamification and multimedia, and mobile-recruitment platforms.

Key performance metrics include time-to-hire, interview-to-hire, cost per hire (or recruitment cost ratio), new-hire attrition, quality of hire, client satisfaction and candidate satisfaction.

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

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## **NO. 2 PINSTRIPE INC.**

Pinstripe Inc. is a pure-play RPO provider with a brand promise called WE BECOME YOU™ that aims to turn its recruitment team into an extension of a client's human resource function, providing a tailored candidate experience reflective of the client's brand, values and culture.

Its solutions are specifically designed for each client, each time, and are enabled by an exclusive technology platform to avoid rigid processes and generic operating models. Its recruiters dedicate themselves to single clients and immerse themselves in their cultures, core values and strategic visions.

Its geographic target markets are companies located in the United States, Canada, Europe, South America and Asia, with a focus in the advanced manufacturing, financial service, healthcare, life sciences, consumer brands and technology industries.

It assisted its clients with more than 90,000 hires in 2012.

Services include recruitment advertising, interview scheduling, employment-brand management, background verification, sourcing, offer administration, screening, on-boarding, workforce planning, candidate-experience management and social-media recruiting.

Key performance metrics include quality of hire, stakeholder satisfaction, diversity, cycle time, candidate-acceptance ratio, interview-to-offer ratio, timeliness, availability and accuracy of data, and recruiting-efficiency ratio.

**[www.pinstripe.com](http://www.pinstripe.com)**

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### **NO. 3 ACCOLO INC.**

Accolo's approach combines a patented SaaS Cloud Recruiting® platform with embedded job marketing, social-referral development, a Hiring Intelligence Knowledgebase™ and best-practice-based workflow. Companies use Accolo's cloud-recruiting solutions to materially increase the productivity of their internal recruiting processes, while scaling recruiting capacity on-demand. Accolo, a founding member of the Recruitment Process Outsourcing Association, is often leveraged by clients as their turn-key internal recruiting department.

It assisted its clients with more than 3,000 hires in 2012.

Accolo's on-demand cloud-recruiting capacity includes the [Accolo Hiring Consultant Network](#), comprised of certified and experienced recruiters. Its clients include companies of all sizes located in the United States, including Farmers Insurance, Dex One, Waypoint Homes and Home Instead Senior Care.

Services include job-plan creation, screening, job marketing, interview scheduling, employment-brand management, background verification, sourcing and offer administration.

Key performance metrics include recruitment-cost ratio, candidate-source report across all stages of the recruit-to-hire process, hiring efficiency, interviewing efficiency, hiring-manager satisfaction and Equal Employment Opportunity reporting.

**[www.accolo.com](http://www.accolo.com)**

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### **NO. 4 RANSTAD SOURCERIGHT**

Randstad Sourceright is a \$22.5 billion global talent-solutions provider with wide-ranging experience that encompasses many facets of talent, including traditional employees and the contingent, free-agent workforce. Key offerings include blended workforce solutions, recruitment-process outsourcing, managed-services-provider programs and contingent-workforce services.

Its tailored solutions include flexible deployment and operations, and its recruiters average more than 10 years of experience. Its sourcing operations are led by industry thought leaders and its award-winning reporting and analytics platform provides intelligence to drive strategy

and performance. It offers scalable, global delivery and adaptive sourcing and recruiting capability, supported by a tenured team of more than 1,400 RPO resources worldwide.

Its geographic target markets are companies located in the United States, Canada, Europe, South America and Asia, with a focus on global *Fortune* 1000 and mid-market companies across industries.

It has more than 90,000 annual hires and more than 200 projects executed in the last 10 years.

Services include advertising, interview scheduling, employment-brand management, background verification, sourcing, offer administration, screening, on-boarding, workforce planning, contingent staffing, and reporting and analytics.

Key performance metrics include time-to-fill, diversity of candidate slate, responsiveness, hiring-manager satisfaction, customer satisfaction, offer-letter accuracy/timeliness, candidate quality and candidate satisfaction.

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

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#### **NO. 5 FUTURESTEP, A KORN/FERRY CO.**

Futurestep offers high-impact, customized strategies aimed at helping organizations meet specific workforce needs. It has an extensive, wholly-owned global delivery footprint and SMC infrastructure in the market. It boasts sector expertise of proven industry specialists, well-trained and well-equipped recruiters, and a geographically diverse global leadership team.

The company has created a dedicated personal-development application that leverages Korn/Ferry's intellectual property by integrating it into its core services. Its RPO offering encompasses services from across all of its specialist teams, including technology assessments, sourcing strategies, talent communities and brand audits. Its RPO solution aims to deliver "next-generation RPO" with a focus on business impact.

Futurestep's geographic target markets are companies located in the United States, Canada, Europe, South America, Australia, New Zealand and Asia.

The company assisted clients with more than 17,000 hires in 2012.

Services include advertising, interview scheduling, employment-brand management, background verification, sourcing, offer administration, screening, on-boarding, workforce planning, contingent staffing, applicant tracking, assessment, vendor management and talent-community management.

Key performance metrics include total/average time-to-fill, time-to-present, interview-to-hire ratio, cost-per-hire, hiring-manager satisfaction and candidate satisfaction.

**[www.futurestep.com](http://www.futurestep.com)**

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## **NO. 6 THE RIGHTTHING®, AN ADP® COMPANY**

The RightThing, an ADP Company describes itself as a premier RPO provider dedicated to recruitment leadership, technology and outsourcing, and able to harnesses the power of proprietary technology to help clients find, recruit, hire and retain top talent. It offers recruiting solutions to small, medium and large organizations.

Its geographic target markets are companies located across North America, Latin America, the United Kingdom, and Europe, the Middle East and Asia, and it focuses on mid-size to large organizations across all industries, and nonexempt and exempt hires up to the vice-president level.

It assisted clients with more than 154,000 hires in 2012.

Services include talent and organizational consulting, offer compilation, candidate pipeline and talent-pool building, candidate on-boarding, internal process and enterprise-resource-planning management, exit interviews, requisition management, campus recruiting, applicant intake, employee-referral administration, resume management, applicant tracking, test and assessment administration, diversity 360 consulting services, interview administration, recruiter and hiring manager training, interview scheduling and off-boarding.

Metrics are client-specific and customized, but common ones include cycle times, interview-to-hire ratio, submittal-to-interview ratio, diversity, hiring manager and candidate satisfaction.

**[www.rightthinginc.com](http://www.rightthinginc.com)**

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## **NO. 7 ALEXANDER MANN SOLUTIONS**

Alexander Mann Solutions (AMS) purports to build world-class talent and resourcing capability for leading organizations across the globe, based on the shared belief that people are the foundation for success. Describing itself as a trusted adviser, the company delivers a range of measurable solutions through integrated outsourcing and consultancy services.

Based on client requests, AMS's services have been blended over the years and cover a wide range of industry sectors in more than 60 countries across Europe, Asia Pacific and the Americas.

It assisted clients with more than 55,000 hires in 2012 (70 percent permanent and 30 percent contingent).

Services include advertising, interview scheduling, employment-brand management, background verification, sourcing, offer administration, screening, on-boarding, workforce planning, contingent staffing, outplacement and redeployment, talent management, total

workforce management, on-demand and interim resourcing, flexible resourcing, recruitment technology, sourcing virtualization, social media and mobile recruitment.

Key performance metrics include cost savings, time efficiencies, increased retention, flexibility and scalability, and employer-brand awareness.

**[www.alexandermansolutions.com](http://www.alexandermansolutions.com)**

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### **NO. 8 TALENTFUSION**

TalentFusion was founded in 2000 and delivers RPO services to *Fortune* 2000 organizations. It purports to be a thought leader in the RPO industry, having played an important role in the formation of the space. It offers a highly consultative model, expertise in applicant-tracking-system and customer-relationship-management implementations, and change-management consulting services.

In addition, TalentFusion specializes in aggressive sourcing programs to find and attract very difficult and fully employed talent. Its progressive CRM systems allow for innovative technology-based recruitment strategies that are customer-centric and flexible.

Its geographic target markets include the United States, Canada, Europe and South America with a focus on technology, banking, insurance, manufacturing, digital media and eCommerce industries.

It assisted clients with more than 2,100 hires in 2012.

Services include advertising, interview scheduling, sourcing, background verification, screening, offer administration, workforce planning, on-boarding, contingent staffing, full-life-cycle RPO, selective RPO, project-based RPO and managed contract services.

Key performance metrics include cost-per-hire, hiring cycle time, retention and quality of hire, customer satisfaction and interview-to-hire ratios.

**[www.talentfusion.com](http://www.talentfusion.com)**

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### **NO. 9 KELLY OUTSOURCING & CONSULTING GROUP**

KellyOCG is the outsourcing and consulting group of *Fortune* 500 human resource solutions provider, Kelly Services Inc. KellyOCG provides talent-management solutions in the outsourcing areas of RPO, business-process outsourcing and contingent-workforce outsourcing. It also specializes in managing enterprise-wide talent-acquisition processes, sourcing and recruitment solutions with high-touch delivery models, customized to meet the needs of clients by

leveraging its experience in advanced sourcing techniques, LEAN methodologies and recruitment-process design and management.

Its geographic target markets are companies located in the United States, Canada, Europe, South America and Asia, with a focus on the financial services, natural resources, high-tech, life sciences/healthcare and consumer-goods industries.

It assisted clients with more than 30,000 hires in 2012.

Services include advertising, direct hire, employment-brand management, interview scheduling, targeted career-event management, background verification, talent-relationship management, offer administration, sourcing, on-boarding, screening, contingent staffing, workforce planning, executive search and BPO.

Key performance metrics include candidate experience, quality of candidate, quality of hire, cost-of-hire, time-to-fill, customer satisfaction and time efficiencies.

**[www.kellyocg.com](http://www.kellyocg.com)**

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#### **NO. 10 MANPOWERGROUP SOLUTIONS**

ManpowerGroup Solutions offers a suite of services that aims to deliver outcome-based, talent-driven solutions to address rapidly growing challenges as identified by its clients. Its recruiters are expected to dig deep to understand each organization and the job skills necessary for success there. They also use proven sourcing strategies to identify where the talent is located. In addition, the company states its recruiters' experience and expertise accelerates the process of acquiring the right talent.

ManpowerGroup's geographic target markets include companies located in the United States, Canada, Europe, Mexico, Central America, South America and Asia, with a focus on small- to medium-sized *Fortune* 100 / multinational companies.

The 2,245-employee company assisted its clients with more than 160,000 hires in 2012.

Services include advertising, interview scheduling, employment-brand management, background verification, sourcing, offer administration, screening, on-boarding, workforce planning, contingent staffing, recruitment-process design, strategy and consulting, and other support services.

Key performance metrics include cost-per-hire, days-to-fill, hiring-manager satisfaction, candidate satisfaction, retention and submittals-to-hire.

**[www.manpowergroupsolutions.com](http://www.manpowergroupsolutions.com)**

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As well as weighting each of the categories based on their relative importance, questions within each category were also weighted based on importance. The scoring of these weighted categories and questions was used in determining the overall ranking for the providers.





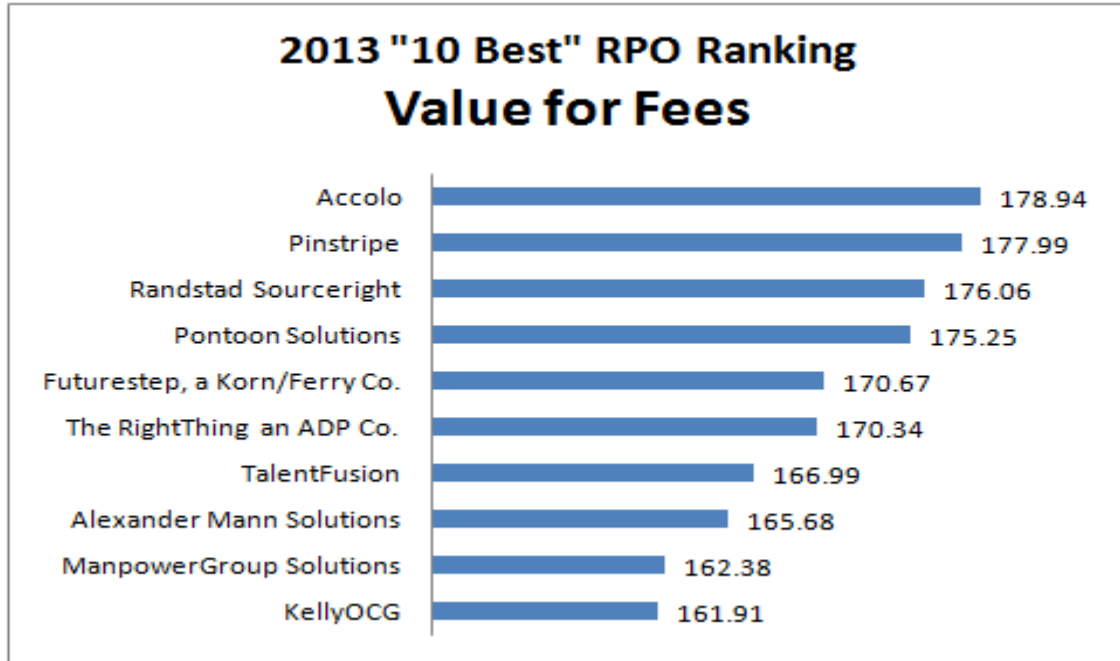
The Understands Client Needs category was designed to help measure how well the vendor understands its client's culture, business operations and expectations. It was also used to score the performance of the vendor's team and relationship with the client.



The Solution Delivery category was used to score the client's perception of the vendor's ability to provide a well-defined transition process; meet the requirements outlined in the statement of work; meet the client's compliance requirements, technology requirements and systems requirements; and provide qualified candidates in a consistent and timely way.



The Value for Fees category was developed to score the client's perception of the vendor's ability to consistently provide services at a cost that either met or exceeded its expectations.



The General Services Capabilities category was used to score the client's perception of the breadth of services offered by the vendors from sourcing candidates through program governance.

