

## Baker's Dozen: RPO

# 2010 Baker's Dozen Customer Satisfaction Ratings: Top Recruitment Providers

The rankings contained within the Baker's Dozen for Recruitment Process Outsourcing and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified the top recruitment providers. Our survey research team then asked providers to identify customers to be surveyed. Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to

score each provider having a statistically significant sample. For this survey, we received feedback from more than 450 verified customers. The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide a methodology, and we do not claim that our methodology is the only viable ratings program available; We do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

Company	Hires in 2009	URL
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<b>2 Adecco RPO</b>	<b>60,000</b>	<b><a href="http://www.adecco-rpo.com">www.adecco-rpo.com</a></b>
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Adecco RPO leads the industry in scale, flexibility, and customer satisfaction. In 2009 Adecco RPO was named #1 RPO by Datamonitor. Adecco's pledge to quality enables us to do business with 46 of the top 50 companies on the Fortune 500 list. We are responsible for 60,000 direct hires annually. We deliver industry-vertical solutions for the following sectors: financial services, pharmaceutical, government, healthcare, life sciences, information technology, energy, manufacturing, logistics and transport, commercial, retail, telecommunications, business services, public sector, and others.

### Services:

Full lifecycle, process-based, task-based and on-demand RPO service offerings:

- Organizational and staff planning
- Recruitment strategy
- Employment branding
- Supply and demand planning
- Vacancy management
- Research
- Requisition management
- Recruiting and sourcing
- Candidate screening
- Assessment and interviewing
- Interview logistics
- Candidate management
- Offer management
- New hire on-boarding
- Internal mobility
- Employee referral programs
- Background investigation and reference checking
- Pre-employment physical exams and drug screens
- Recruitment administration
- College recruitment
- Business analytics, compliance and reporting
- Vendor management

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Overall Rankings for Providers				
Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Ranking
SourceRight Solutions	13.77	8.00	253.88	562.15
Adecco RPO	12.20	7.27	245.95	542.32
Alexander Mann Solutions	14.13	7.68	242.83	539.43
The Right Thing	12.32	7.77	238.88	528.02
Pinstripe	12.04	7.02	238.57	526.38
Kenexa	12.62	7.46	237.12	524.61
PeopleScout	11.69	8.23	233.50	515.99
Kelly OCG	12.25	6.55	232.69	514.05
Aon RPO	8.08	7.17	228.58	498.78
Manpower Business Solutions	10.15	6.15	212.90	468.66
Futurestep	12.08	5.15	204.14	452.83
Talent2	14.10	5.50	198.48	444.63
Hudson	8.80	6.07	193.57	425.70

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