



Topic: Raising the Bar to Sustain Momentum

Recruitment Process Outsourcing (RPO)
Annual Report: February 2012 – Preview Deck

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Market Vista

Global services tracking across functions, sourcing models, locations, and service providers – industry tracking reports also available

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Global sourcing

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- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies

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Everest Group's RPO research is based on two key sources of proprietary information

1

- Proprietary Everest Group's database of over **600 RPO deals** (updated annually)
- The database tracks the following elements of each RPO deal:
 - Buyer details: Including industry, location, and signing region
 - Deal details: Including TCV, ACV, term, start date, total hires managed, and primary pricing structure
 - Scope: Process coverage and geographic coverage (at country-level)
 - Technology ownership and maintenance
 - Global sourcing

2

- Proprietary Everest Group's database of **operational capability of over 20 RPO service providers** (updated annually)
- The database tracks the following capability elements for each service provider:
 - Major RPO clients and recent wins
 - Overall RPO revenues, total clients, and RPO employees
 - Recent RPO-related developments (investments and partnerships)
 - RPO clients split by geography, industry, scope, and buyer size
 - RPO hires split by geography, source of hires and type of hires
 - RPO delivery locations and level of offshoring
 - RPO service suite

Service providers covered in detail in the analyses



The analyses in this report are presented at two levels:

- Overall market analysis that highlights the overall market composition/dynamics
 - The current market trends based on deal activities in the last four years
- The sample size varies for different analyses based on the deal detail availability

Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected is only presented back to the industry in an aggregated fashion

Overview and abbreviated summary of key messages

Dimension

Key RPO market insight

1

Market overview and business drivers

- The global RPO market continues to see accelerated growth of >25% to reach US\$1.4 billion in annualized spend. The growth is broad-based, beyond traditional markets

2

Buyer adoption trends

- Beyond North America, Continental Europe and Asia Pacific are seeing increased adoption
- The high interest around multi-country RPO is finally translating into actual adoption. Significant traction witnessed for global RPO

3

Solution and transaction trends

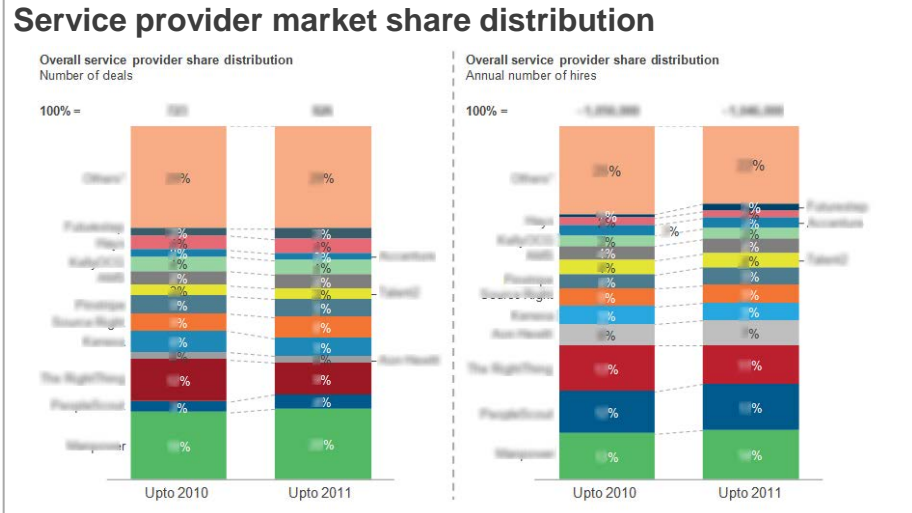
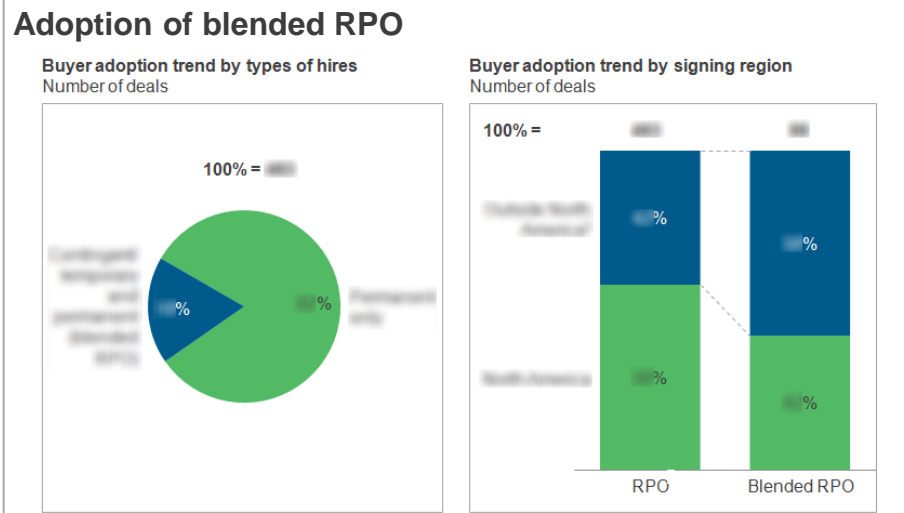
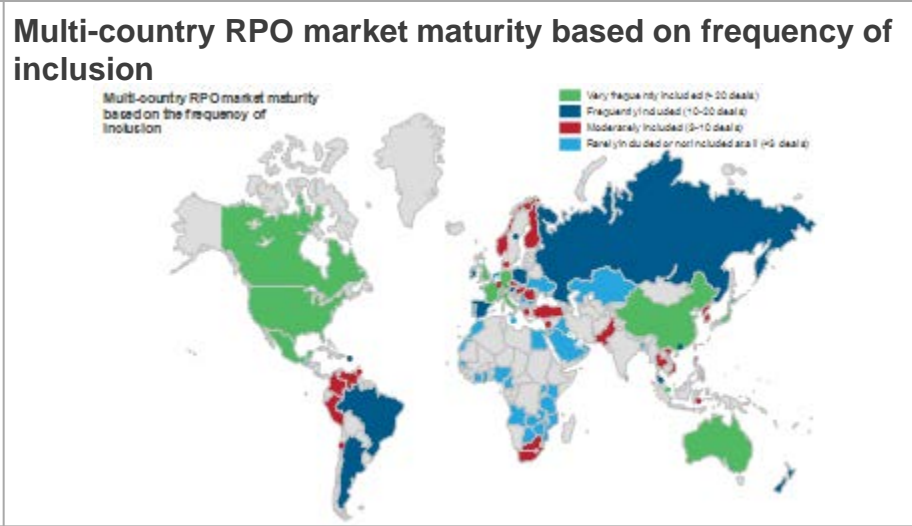
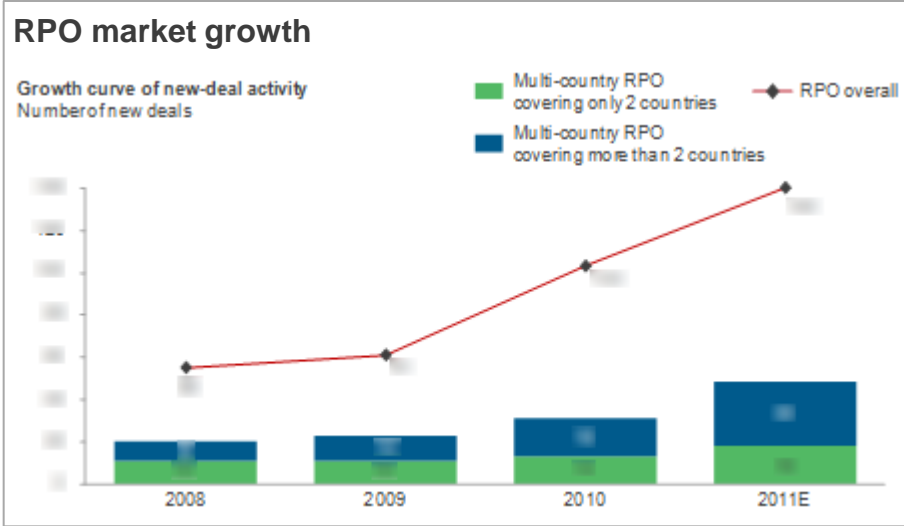
- There is increased interest in the blended RPO model that combines permanent and contingent hiring under one engagement. Adoption, however, is expected to grow gradually due to current challenges

4

Service provider landscape

- The competitive environment remains intense with several providers competing fiercely to gain market share
- Limited providers, however, have meaningful experience in the specialized and complex areas, such as multi-country RPO and blended RPO

This study offers four distinct chapters providing a deep dive into key aspects of the RPO market; below are four charts to illustrate the depth of the report



Additional RPO research recommendations

The following documents are recommended for additional insight into the topic covered in this research report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Multi-Country Recruitment Process Outsourcing (RPO): Hype vs. Reality** ([EGR-2011-3-R-0575](#)); 2011. This research report provides a comprehensive coverage of the multi-country RPO market and analyzes it across various dimensions, such as market overview and key business drivers, buyer adoption trends, transaction characteristics, and service provider landscape
2. **ADP acquires The RightThing – Breaking Viewpoint** ([EGR-2011-3-V-0605](#)); 2011. This document provides Everest Group's viewpoint on the recent acquisition of The RightThing by ADP
3. **Rise of Blended RPO – Addressing the Total Talent Acquisition Need** ([EGR-2011-3-R-0597](#)); 2011. This document highlights the key drivers for a total talent acquisition approach, the impact that a blended RPO can create, some major challenges in its adoption and the key considerations for buyers to realize the enhanced value proposition

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About Everest Group

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