



## **"RPO Buyers are Satisfied" – Truth or Myth? – Preview Deck**

Recruitment Process Outsourcing (RPO)  
Market Report – June 2017 – Preview Deck

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## Custom research capabilities

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

## Subscription information

- This full report is included in the following subscription(s)
  - **Recruitment Process Outsourcing (RPO)**
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# Methodology of research

## Enterprise reach-out

Sample size includes **140+ enterprises** contacted through **90+ online surveys** and **50+ interviews** across multiple industries and geographies in the **2015-2017** time period

*Enterprises assessed in this report were nominated by RPO providers as referenceable clients*

## Data collection

Structured questionnaires and interviews with enterprises capturing quantitative and qualitative insights of their engagements with service providers; covers 25+ RPO providers

## Data synthesis and analysis

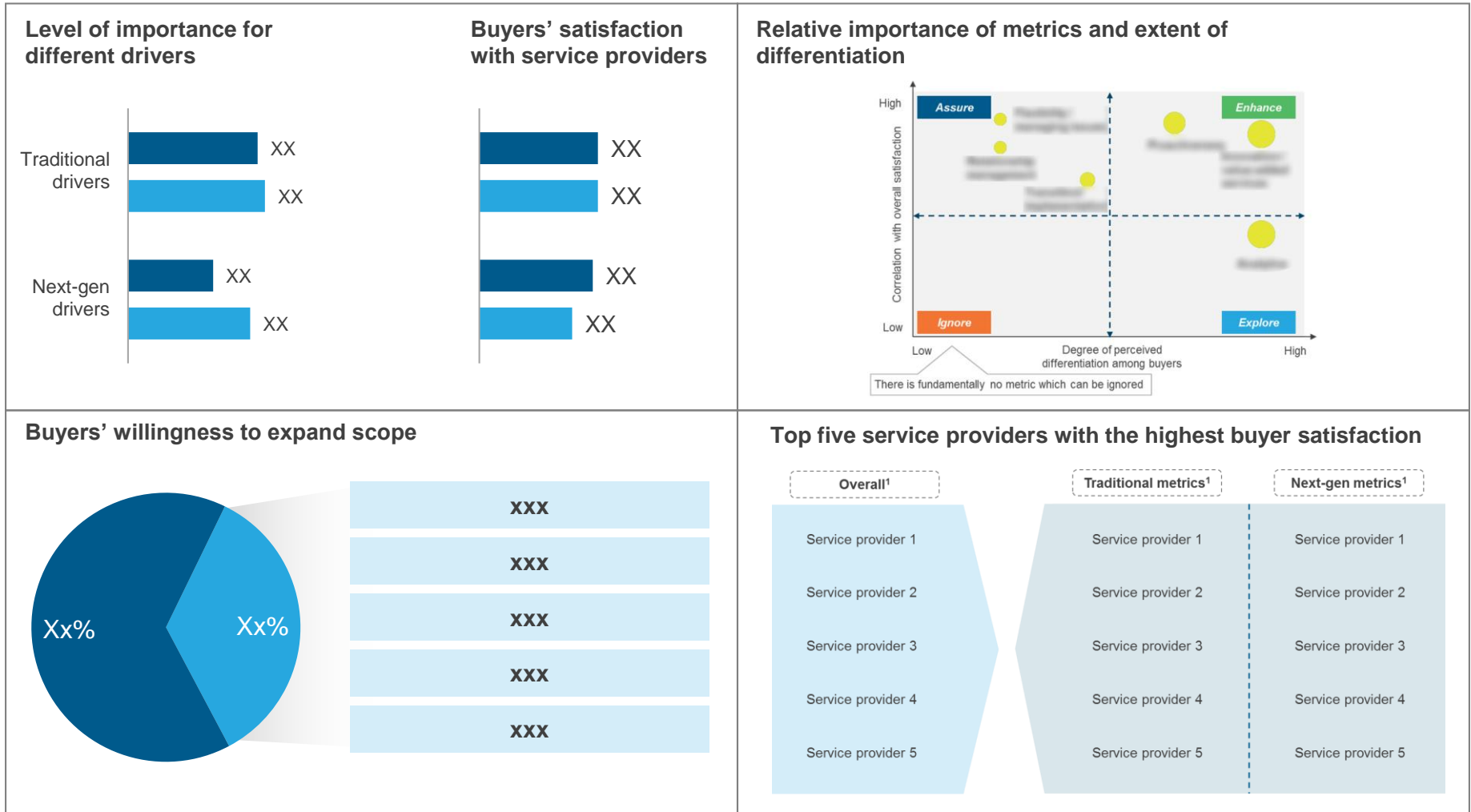
Analyzed evolution of enterprises' expectations, assessed service providers' performance, and conducted gap analysis and RPO providers' performance benchmarking

## Confidentiality of data

All findings of the interviews and surveys have been portrayed in aggregate to produce a holistic view, and data has not been presented in a manner where the reader can identify specific enterprise name, situation, or issues.

Source: Everest Group (2017)

# This report examines multiple aspects of RPO provider and buyer engagements to explain what matters to buyers, how satisfied they are, and how can service providers achieve differentiation



Source: Everest Group (2017)

# Additional RPO research recommendations

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

1. **Recruitment Process Outsourcing – Service Provider Landscape with PEAK Matrix™ Assessment 2017** ([EGR-2017-3-R-2131](#)); 2017. This report examines the dynamics of the global RPO service provider landscape and its impact on the RPO market. Based on the comprehensive Everest Group PEAK Matrix, each of the 22 RPO service providers are segmented into Leaders, Major Contenders, and Aspirants. The report also provides key insights into the service provider position & growth in the market, changing market dynamics, and assessment of service provider delivery capabilities. It will assist key stakeholders (service providers, buyers, and technology providers) understand the current state of the RPO service provider landscape.
2. **Recruitment Process Outsourcing (RPO) Annual Report 2016 – Opportunities Abound in a Buoyant Market** ([EGR-2016-3-R-1991](#)); 2016. Recruitment Process Outsourcing (RPO) continued its momentum and grew at 17% to touch the US\$2.4 billion mark in annualized spend in 2015. This research provides comprehensive coverage of the market across dimensions such as market overview, key business drivers, buyer adoption trends, solution & transaction trends, and service provider landscape
3. **RPO 3.0 – Paradigm Shift in RPO Value Proposition** ([EGR-2016-3-V-2116](#)); 2016. RPO is transitioning to the next phase of its evolution – RPO 3.0. This will enable organizations to create real strategic impact from RPO in these times of revolutionary transition. This report discusses the global shifts and their impact on the workforce, imperatives for the talent acquisition organization, the emergence of RPO 3.0, how it differs from the earlier generations of RPO, as well as challenges & best practices in realizing RPO 3.0

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