



Recruitment Process Outsourcing (RPO) – Service Provider Profile Compendium 2019

Recruitment Process Outsourcing (RPO) Report – May 2019: Complimentary Abstract /
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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

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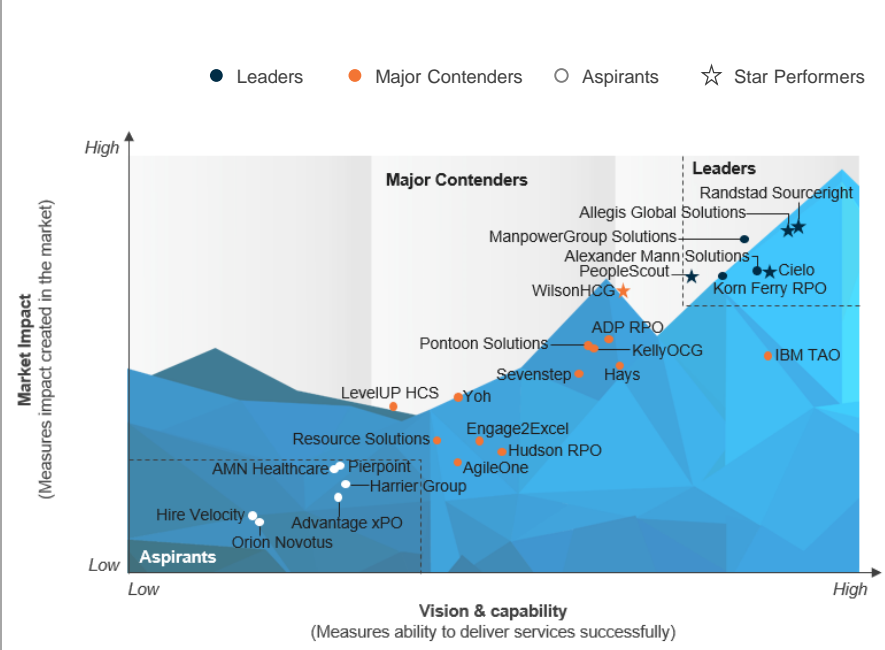
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This study offers two distinct chapters providing a deep dive into key aspects of the RPO market; below are three charts to illustrate the depth of the report

Assessment of RPO Service Providers 2019



Assessment for Advantage xPO, AgileOne, Hire Velocity, Hudson RPO, Orion Novotus, and Resource Solutions excludes service provider inputs and is based on Everest Group's proprietary Transaction Intelligence (TI) database, service provider public disclosures, and Everest Group's interactions with RPO buyers

Capability assessment

Illustrative example

Measure of capability: ● High ○ Low

Service provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
Service provider 1	●	○	●	●	●	○	●	●	●
Service provider 2	○	○	○	○	○	○	●	○	○
Service provider 3	○	●	○	○	○	○	○	○	○
Service provider 4	○	○	○	○	●	○	○	○	○
Service provider 5	●	●	○	○	○	○	○	○	○
Service provider 6	○	○	○	○	○	○	○	○	○
Service provider 7	○	○	○	○	○	○	●	○	○
Service provider 8	○	○	○	○	○	○	○	○	○
Service provider 9	○	○	○	○	○	○	○	○	○

Everest Group's remarks on service providers

Illustrative example

Measure of capability: ● High ○ Low

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Scope of services offered	Innovation and investments	Delivery footprint	Vision and strategy	Overall
●	●	●	●	●	○	○	○	○

Strengths

- Service provider 1, has a robust delivery presence in Asia Pacific with multiple delivery centers in India, Australia, the Philippines, and China, enabling it to service client requirements efficiently
- It has a good number of multi-country as well as single-country clients across the world

Areas of improvement

- Service provider 1 should increase offerings of value-added services such as employer branding, talent communities and workforce planning
- It should try to expand into larger multi-country deals and also scout for engagements in other Asia Pacific markets to strengthen its presence in the region

The Recruitment Process Outsourcing (RPO) – Service Provider Profile Compendium 2019 report has 20 service provider profiles

XXX | RPO profile (page 1 of 4) Service capability and strategy

Company profile: Founded in 1969, Hays offers recruitment services (temporary, contract, and permanent placement), primarily for mid- to high-level positions in accounting, banking, construction, education, healthcare, information technology, HR, legal, and purchasing, among other areas. Hays Talent Solutions is the RPO division of Hays, offering end-to-end recruitment outsourcing solutions such as MSP, RPO, TTM, SOW, and CMO across all positions for non-permanent, permanent, and integrated recruitment requirements.

Headquarter: London, United Kingdom
Leadership: Matthew Dickason, Global Managing Director
Website: <https://www.haystalentolutions.com>

- Partnership**
- RPO service provider: None
 - HRO service provider: None
 - MSP service provider: None

Recent RPO-related developments/announcements

- 2018: Developed client portal/hiring manager engagement platform/matching portal/sourcing specialist dashboard named Talentics
- 2017: Developed a vendor onboarding platform and upgraded global compliance software
- 2017: Developed a Business Intelligence (BI) and FD (3ss) ATS platform
- 2017: Opened a shared services center in Germany
- 2017: Continued partnership with Lunesse, a provider of recruitment and talent management software

Analytics	Reporting	Descriptive	Predictive	Prescriptive
	✓	✓	✓	✓

Automation	Robotic Process Automation	Artificial Intelligence / Machine Learning	Natural Language Processing
	✓	✓	✓

Note: Geography split is available for 995 FTEs



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North America	EMEA	Asia Pacific	South America
24	803	165	0
Total RPO delivery FTEs = 995			
Total RPO technology FTEs = Not available			

Technology capabilities within key RPO areas

Key RPO areas	Proprietary/ Partnership	Details
Employer branding	Part of ATS	Leverages proprietary technology and other tools such as Social Post, Avature, Oracle Taleo, eArcu, TalentLink, SuccessFactors, Peoplefluent, Igrasp, Brassring, Cornerstone, Connet, PageUp, and Openhire (Skillroad)
Talent communities	Part of ATS	Offers talent pipelining through Avature, Oracle Taleo, TalentLink, SuccessFactors, WorkDay, Peoplefluent, Cornerstone, Connexys, CareerBuilder, PageUp, and Openhire (Skillroad)
Workforce planning	Part of ATS	Supported by Avature, Oracle Taleo, eArcu, TalentLink, WorkDay, Peoplefluent, Igrasp, Brassring, Cornerstone, CareerBuilder, PageUp, and Openhire (Skillroad)
Sourcing	Part of ATS	Supported by Avature, Oracle Taleo, eArcu, TalentLink, SuccessFactors, WorkDay, Peoplefluent, Igrasp, Bra Cornerstone, Connexys, CareerBuilder, PageUp, Op LinkedIn integration in its OneTouch CRM
Screening	Partnership	TalentLink, HireVue, Montage, Sonnu, and Meet & E
Interview scheduling and coordination	Part of ATS	Avature, Oracle Taleo, eArcu, TalentLink, SuccessFactors, Peoplefluent, Igrasp, Brassring, Cornerstone, Connet, PageUp, Openhire, and OneTouch
Assessment	Partnership	Partnered with saville assessment, SHL, Hogrefe, Ta Kenexa Prove It, The Chemistry Group, Myers Brigg International to facilitate aptitude tests, situational judgment, and personality assessments
Background checking	Partnership	Supported by partnerships with HireRight, Garda, Ba Verify, and Staffing 365
Onboarding	Part of ATS	Supported by Launchpad, Avature, TalentLink, Short 365
Outplacement	Partnership	Partnered with Myers Briggs, OPO, Wave, Talent Q, Chemistry Group, Myers Briggs, and Thomas International access to personality profile and E-career skills

XXX | RPO profile (page 2 of 4) Client portfolio

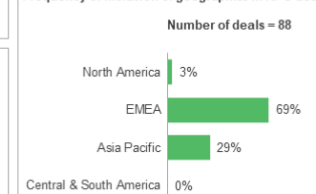
RPO experience

- Total number of current RPO clients: 88
- Total number of annual hires managed: 48,960

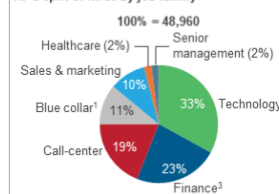
Major RPO clients

Not disclosed

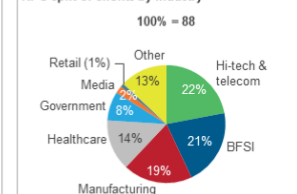
Frequency of inclusion of geographies in RPO deals



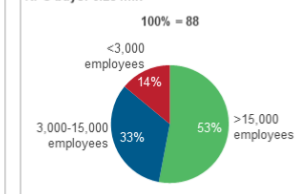
RPO split of hires by job family



RPO split of clients by industry



RPO buyer-size mix



- 1 Blue collar includes jobs in operations, production, mining, construction, maintenance, technical installation, facilities, janitorial, security, etc.
- 2 Technology professionals category includes engineers, IT professionals, researchers, and scientists
- 3 Finance & legal professionals category includes accounting, finance, and legal professionals



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Research calendar – Recruitment Process Outsourcing (RPO)

Published
 Planned
 Current release

Flagship RPO reports

Release date

Recruitment Process Outsourcing (RPO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018	April 2018
Recruitment Process Outsourcing (RPO) – Service Provider Profile Compendium 2018	June 2018
Recruitment Process Outsourcing (RPO) – Annual Report 2018	July 2018
Multi-Country Recruitment Process Outsourcing (MCRPO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2018 ...	September 2018
Recruitment Process Outsourcing: Service Provider Landscape with PEAK Matrix™ Assessment 2018 – Europe	September 2018
What Do The RPO Buyers Seek? Are They Satisfied?	January 2019
Recruitment Process Outsourcing (RPO) – Service Provider Landscape with Services PEAK Matrix™ Assessment 2019	May 2019
Recruitment Process Outsourcing (RPO) – Service Provider Profile Compendium 2019	May 2019
Recruitment Process Outsourcing (RPO) – Annual Report 2019	Q2 2019
Recruitment Process Outsourcing: Service Provider Landscape with PEAK Matrix™ Assessment 2019 – North America	Q2 2019

Thematic RPO reports

Enterprise Total Talent Acquisition (ETTA) – The Future-Ready Talent Approach	May 2017
Digital Technologies: The Next Frontier in Talent Acquisition	December 2017
Reimagining Talent Acquisition in a Digital-First Era	March 2018
Startups Redefining Talent Acquisition (TA) – Trailblazers	October 2018
Changing pricing dynamics in RPO contracts	Q2 2019

Note: For a list of all of our published RPO reports, please refer to our [website page](#)

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. **Reimagining Talent Acquisition in a Digital-First Era** ([EGR-2018-26-R-2564](#)); 2018. The global Talent Acquisition (TA) industry is undergoing a tremendous change, driven by an influx of tools and technologies built on the emerging digital technology landscape. “Reimagining Talent Acquisition in a Digital-First Era” is the second of a three-part series of reports outlining Everest Group’s take on the impact of emerging digital technologies in the TA space. This paper is essentially a deep dive into the digitalization potential of various TA processes leveraging the next-generation technology levers
2. **Recruitment Process Outsourcing – Service Provider Landscape with PEAK Matrix™ Assessment 2019** ([EGR-2018-26-R-3113](#)); The global RPO market witnessed a tremendous growth in 2018 as the market witnessed a significant uptick in activity across buyer segments, industries and geographies. The year 2018 saw a few mega-sized deals being signed as well as significant activity in the mid- and small-market space. As the market continues to become more competitive, service providers are investing heavily in strengthening their capabilities in different geographies, industries, and recruitment technology, as well as expanding their portfolio of offerings (including value-added services such as consulting, total talent acquisition, etc.)
3. **Recruitment Process Outsourcing (RPO) Annual Report 2018: Orchestrating the Digital Talent Acquisition Symphony** ([EGR-2018-26-R-2722](#)); The RPO market is one of the fastest growing outsourcing markets in the world today with growth hovering above 15% consistently for the past three years. This research provides comprehensive coverage of the 2017 RPO market and analyses it across various dimensions such as evolving RPO value proposition, market overview, key trends, solution characteristics, buyer adoption trends, and digital in talent acquisition

For more information on this and other research published by Everest Group, please contact us:

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About Everest Group

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