



Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2020

Recruitment Process Outsourcing (RPO)

Market Report – April 2020: Complimentary Abstract / Table of Contents

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- Accelerators™
- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

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

Membership information

- This report is included in the following research program(s)
 - [Recruitment Process Outsourcing \(RPO\)](#)
- If you want to learn whether your organization has a membership agreement or request information on pricing and membership options, please contact us at info@everestgrp.com

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

- Everest Group's proprietary database of **~3,000 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 ACV, term, start date, hires managed, primary pricing structure, process coverage, and geographic coverage (at country level)
 - Technology ownership and maintenance
 - Global sourcing
- Everest Group's proprietary database of **operational capability of 25 RPO service providers** (updated annually)
- The database tracks the following capability elements for each service provider:
 - RPO clients, revenue, service suite, and 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
- Ongoing buyer surveys and interactions
 - Everest Group's **executive interviews and data collection** from **RPO buyers**
 - The data contains the following detailed buyer perspectives about RPO deals:
 - ◆ Drivers for adopting RPO and buyer-provider relationships
 - ◆ The level of buyer satisfaction and the underlying reasons

The analyses in this report are presented at two levels:

- Overall market analysis that highlights the market composition/dynamics
- The current market trends based on deal activity in the last five years

The sample size varies for different analyses based on the deal detail availability

Service providers assessed



Note: **The source of all content is Everest Group unless otherwise specified**

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

The RPO Service Provider Profile Compendium 2020 report has over 19 service provider profiles

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

Company profile: ABC is the workforce solutions division of the leading specialist recruitment firm Hays, offering end-to-end recruitment outsourcing solutions such as MSP, RPO, TTM, SOW, CMO, and advisory services across all positions for non-permanent, permanent, and integrated recruitment requirements.

Headquarter: London, the United Kingdom
Leadership: Not disclosed
Website: <https://www.abc.com>

Partnership

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

Recent RPO-related developments/announcements

- 2019: Appointed new global head of sourcing to coordinate global sourcing capability and digital tools utilization
- 2019: Invested in candidate marketing automation capabilities by switching to global instance of Salesforce Marketing Cloud
- 2019: Implemented company-wide change methodology approach to equip all employees with the ability to effectively deal with and embed change
- 2019: Developed and launched global operating methodology
- 2019: Enhanced training delivered through multiple means including on-demand videos
- 2018: Developed client portal / hiring manager engagement platform/matching portal/sourcing specialist dashboard named Talentlytics
- 2017: Developed a vendor onboarding platform and upgraded global compliance software

Analytics	Reporting	Descriptive	Predictive	Prescriptive
	✓	✓	✓	✓
Automation	Robotic Process Automation	Artificial Intelligence / Machine Learning	Natural Language Processing	
	✓	✓	✓	

North America	EMEA	Asia Pacific	South America
23	763	159	0
Total RPO delivery FTEs = 945			
Total RPO technology FTEs = 450			

Technology capabilities within key RPO areas

Key RPO areas	Proprietary/ partnership	Details
Employer branding	Part of ATS	Leverages proprietary i-Talco, eRecru, TalentLift, Cornerstone, Connexis
Talent communities	Part of ATS	Offers talent pipelining SuccessFactors, Work CareerBuilder, PageUp
Workforce planning	Part of ATS	Supported by SuccessFactors
Sourcing	Part of ATS	Supported by Avature, Peoplefluent, Iqrap, B Openhire, and LinkedIn
Screening	Partnership	Supported by Avature, HireVue, M
Interview scheduling and coordination	Part of ATS	Avature, Oracle Taleo, Iqrap, Brassring, Com
Assessment	Partnership	Partnered with saville a, The Chemistry Group, tests, situational judgment, Franca
Background checking	Partnership	Supported by partnersh 365
Onboarding	Part of ATS	Supported by Avature.
Outplacement	Partnership	Partnered with Myers E Myers Biggs, and Thor E-career skills

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

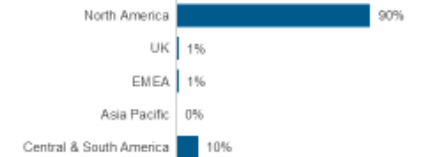
- RPO experience**
- Total number of current RPO clients: 90
 - Total number of annual hires managed: 60,747

Major RPO clients

Not disclosed

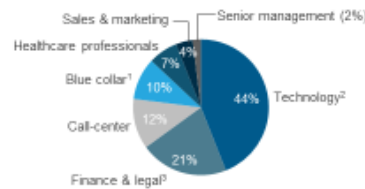
Frequency of inclusion of geographies in RPO deals

Number of deals = 90



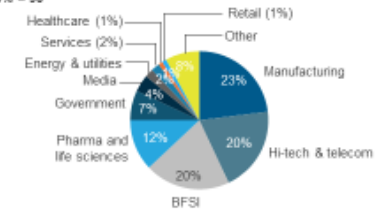
RPO split of hires by job family

100% = 60,747



RPO split of clients by industry

100% = 90



RPO buyer-size mix

100% = 90



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

Research calendar – Recruitment Process Outsourcing (RPO)

Published
 Planned
 Current release

Flagship RPO reports Release date

Recruitment Process Outsourcing (RPO) Annual Report 2019: Steering 3D Growth on the Tides of Talent Shortage	August 2019
Recruitment Process Outsourcing (RPO) in North America – Service Provider Landscape with Services PEAK Matrix® Assessment 2019	June 2019
Recruitment Process Outsourcing (RPO) – Service Provider Profile Compendium 2019	May 2019
Recruitment Process Outsourcing (RPO) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	April 2020
Recruitment Process Outsourcing (RPO) – Service Provider Profile Compendium 2020	April 2020
Recruitment Process Outsourcing (RPO) – State of the Market Report 2020	Q2 2020
Recruitment Process Outsourcing (RPO) in North America – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	Q2 2020
Total Talent Acquisition (TTA) – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	Q2 2020

Thematic RPO reports

Price Dynamism in the RPO market	December 2019
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Recruitment Process Outsourcing (RPO) in Europe	Q3 2020
Viewpoint on Multi-country RPO	Q3 2020
Outplacement Services – A Key Ingredient in the Age of Digital Disruption to the Workforce	Q4 2020
Role of Candidate Relationship Management (CRM) in Recruitment	Q4 2020

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

Additional RPO research references

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

1. **Unlocking the Digital Potential in Talent Acquisition** ([EGR-2020-24-V-3430](#)); 2019. Organizations around the world are experiencing digital disruption, which has impacted various functions across industries including talent acquisition. Increasing awareness of the benefits of digital adoption is pushing enterprises, service providers such as Recruitment Process Outsourcing (RPO) providers and Managed Service Providers (MSPs), and technology start-ups to build capabilities around digital. This paper studies the opposing views on digital, analyzes what services-enabled technology and technology-enabled services mean, and helps enterprises choose the right solution for them through a logical analysis
2. **Recruitment Process Outsourcing – Service Provider Landscape with PEAK Matrix® Assessment 2019** ([EGR-2019-26-R-3113](#)); 2019. The global RPO market witnessed tremendous growth in 2018 as there was 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 and total talent acquisition)
3. **Recruitment Process Outsourcing (RPO) Annual Report 2019: Steering 3D Growth on the Tides of Talent Shortage** ([EGR-2019-26-R-3301](#)); 2019. The RPO market is one of the fastest growing outsourcing markets in the world today, clocking, yet again, double-digit growth rate to the tune of 20% in 2018. This research provides comprehensive coverage of the 2018 RPO market and analyzes it across various aspects such as market overview, regional overview, adoption trends, total talent acquisition, value-added services and capabilities, and digital in recruitment

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About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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