

# Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2021

June 2021: Complimentary Abstract / Table of Contents



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- ▶ Application Services
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- ▶ Banking & Financial Services ITS
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- ▶ Interactive Experience (IX) Services
- ▶ IT Services Executive Insights™
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- ▶ Pricing-as-a-Service
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- ▶ Service Optimization Technologies
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- ▶ Talent Excellence ITS
- ▶ Workplace Services
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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# Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01

### Robust definitions and frameworks

Function specific pyramids – Human Resource Outsourcing (HRO), RPO, Total Value Equation (TVE), capability-success matrix, and market maturity

02

### Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03

### Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04

### Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary contractual database of ~3400 RPO deals (updated annually)

Year-round tracking of 28 RPO service providers

Large repository of existing research in RPO

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations



## This report is based on three key sources of proprietary information

- Everest Group’s proprietary database of **~3,400 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 28 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

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

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

### Service providers assessed



## Background of the research

Each service provider profile covers the following details vis-à-vis their RPO offerings and capabilities:

- Company profile
- Partnerships
- Recent RPO-related developments/announcements
- Analytics and automation capabilities
- RPO delivery FTEs
- Technology capabilities
- Client portfolio
- Key delivery locations
- Measure of capabilities across PEAK Matrix® dimensions and related commentary

### Scope of this report:



**Geography**  
Global



#### Service providers

Coverage<sup>1</sup>: Across 28 RPO service providers with multi-process capability including ADP RPO, AgileOne, Allegis Global Solutions, AMN Healthcare, AMS, Broadleaf Results, Career International, Cielo, Engage2Excel, FlexAbility, Hays Talent Solutions, Hire Velocity, Hudson RPO, IBM TAO, KellyOCG, Korn Ferry RPO, LevelUP HCS, Morson Talent, Orion Talent RPO Solutions, PeopleScout, Pierpoint International, Pontoon Solutions, Randstad Sourceright, Resource Solutions, Sevenstep, Talent Solutions RPO (ManpowerGroup), WilsonHCG, and Yoh/DZConneX



**Services**  
Recruitment  
Process  
Outsourcing (RPO)

<sup>1</sup> While we considered a much bigger list of RPO providers, these 28 RPO providers are shortlisted based on their presence and meaningful play in the RPO space

# The RPO Service Provider Compendium 2021 report has 24 service provider profiles

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2021

## Service Provider | RPO profile (page 1 of 4)

### Service capability and strategy

**Company profile:** Abc is a global organizational consulting firm that provides services in five core areas such as organization strategy, assessment and succession, talent acquisition, leadership development, and total rewards in more than 50 countries.

**Headquarters**  
Los Angeles, California

**Leadership**  
• xxx  
• xxx  
• xxx

**Website**  
[www.serviceprovidercompanyname.com](http://www.serviceprovidercompanyname.com)

**Partnerships**  
RPO service provider: HRO service provider: None MSP service provider: None

#### Recent RPO-related developments/announcements

- 2019/20: introduced xxx, a new product for high-volume hiring, with a high degree of automation. It is a chatbot that can pre-screen candidates for any role, and organizes a workflow serving either a Korn Ferry assessment, a video interview, or a self-selection interview time slot
- 2020: introduced yyy, its flagship product for the enterprise, to orchestrate integrated workflows for all HR functions
- 2020: introduced recruitment marketing campaigns, a new functionality in zzzz
- 2020: set up dedicated DE&I team within client sites and developed a DE&I toolkit

Analytics	Reporting	Descriptive	Predictive	Prescriptive
Automation	RPA	AI/ML	NLP	

Total RPO delivery FTEs = xxx			
North America: xx	EMEA: xx	Asia Pacific: xx	South America: xx

Total RPO technology FTEs = xx

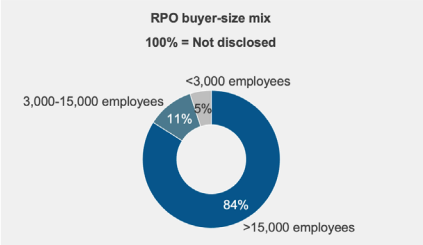
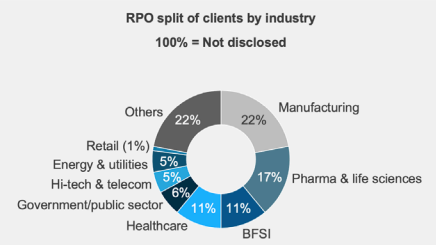
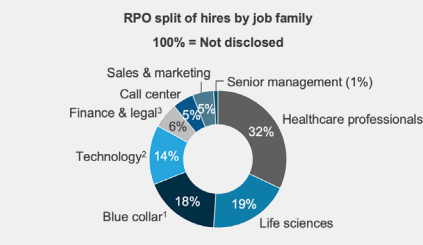
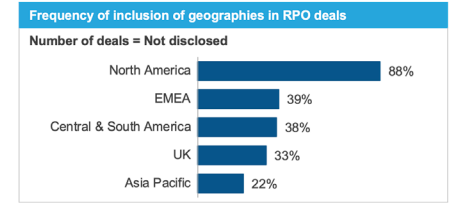
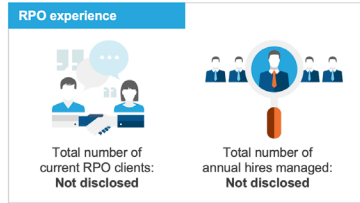
#### Technology capabilities within key RPO areas

Key RPO areas	Proprietary/partnership	Details
Employer branding	Both	Generates quality applicant flow by v distribution systems, social media lis
Talent communities and recruitment marketing	Partnership	CRM partnership providing interacti candidates and recruitment marketin
Workforce planning	Proprietary	In-house strategic workforce plannin carries out attrition and upward mobi
Sourcing	Proprietary	Leverages AI to source candidates e employee talent pools
Screening	Partnership	Leverages interviewing software via for recruiters
Interview scheduling and coordination	Partnership	Allows candidates to schedule self-s interviewer's availability)
Assessment	Proprietary	Proprietary assessment tools that en using ideal job profiles, and then ass
Background checking	Partnership	Supported by various partnerships
Onboarding	Proprietary	Proprietary tool that enables new hin them
Outplacement	Proprietary	Zzz is an offering for candidates, sup
Chatbots and RPA	Partnership	Fully automated AI assistant that ma interview scheduling

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2021

## Service Provider | RPO profile (page 2 of 4)

### Client portfolio



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  
 Source: Everest Group (2021)



# 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 2020	April 2020
Recruitment Process Outsourcing (RPO) in North America – Service Provider Landscape with Services PEAK Matrix® Assessment 2020	June 2020
Navigating the Waves of a Global Pandemic: Recruitment Process Outsourcing (RPO) State of the Market Report 2020	October 2020
Recruitment Process Outsourcing (RPO) – Service Provider Landscape with PEAK Matrix® Assessment 2021	April 2021
<b>Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2021</b>	<b>June 2021</b>
Recruitment Process Outsourcing (RPO) in North America Services PEAK Matrix® Assessment 2021	Q3 2021
Recruitment Process Outsourcing (RPO) – State of the Market Report 2021	Q3 2021
Outplacement and Career Transition Services PEAK Matrix® Assessment 2021	Q3 2021

### Thematic RPO reports

	Release date
The Concept of Ideal Talent – A Game-Changer in Talent Management	December 2019
Unlocking the Digital Potential in Talent Acquisition	January 2020
Impact of Recession on the Business Process Services (BPS) Industry	March 2020
Recruitment Process Outsourcing (RPO) in Europe: Charging Through Heterogeneity	September 2020
Outplacement Services – A Key Ingredient in the Age of Digital Disruption to the Workforce	February 2021
RPO 4.0	Q2 2021
Multi-country RPO	Q2 2021

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



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