

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022

July 2022: Complimentary Abstract / Table of Contents



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- ▶ Sustainability Technology and Services
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- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations,
risk, technologies

Locations: costs, skills,
sustainability, portfolios

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

Aniruddha Kulkarni, Practice Director

Sailesh Hota, Senior Analyst

Akash Shukla, Senior Analyst

Raghavendra Gupta, Analyst

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This report is based on two key sources of proprietary information

- Everest Group’s proprietary database of **~4,100 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 37 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:

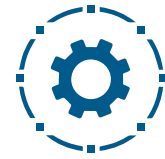


Geography
Global



Service providers

Coverage¹: across 37 RPO service providers with multi-process capability including ADP RPO, Advantage xPO US, AgileOne, Allegis Global Solutions, AMN Healthcare, AMS, Broadleaf Results, Career International, Cielo, Compagnon, DZConneX, Endevis, Engage2Excel, FlexAbility, Gattaca, Hays Talent Solutions, Hire Velocity, Hudson RPO, IBM, KellyOCG, Korn Ferry RPO, LevelUP HCS, Lorien Global, Morson Talent, NES Fircroft, Orion Talent RPO Solutions, PeopleScout, Pierpoint International, Pontoon Solutions, PSG Global Solutions, Quess Corp, Randstad Sourceright, Resource Solutions, Serendi, Sevenstep, Talent Solutions RPO (ManpowerGroup), and WilsonHCG



Services
Recruitment
Process
Outsourcing (RPO)

¹ While we considered a much bigger list of RPO providers, these 37 RPO providers are shortlisted based on their presence and meaningful play in the RPO space

The RPO Service Provider Compendium 2022 report has 30 service provider profiles

Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022

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

Company profile: ABC provides total talent solutions workforce solutions, which include managed services, RPO, statement of work / services procurement, vendor management, payroll management services, and a

Headquarters: none
Leadership:
• XXX, Presk
• XXX, Globa
• XXX, Vice F

Partnerships
RPO service provider: none
HRO service

Recent RPO-related developments/announcement
• 2021: built and deployed mobile app xxx in support
• 2021: migrated reporting and analytics to xxx platfo
• 2021: implemented advanced resume sourcing app
• 2021: created and filled product manager position f

Analytics	Reporting	Desc
Automation	RPA	AUM

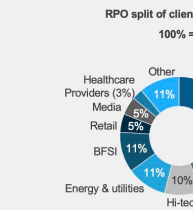
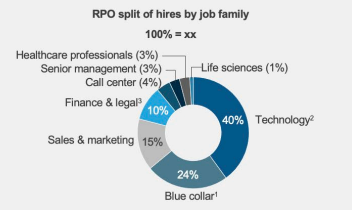
Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022

Service Providers | RPO profile (page 2 of 4) Client portfolio



Major RPO clients

Not disclosed



¹ Blue collar category includes jobs in operations, production, mining, construction, maintenance, technical installation, facility
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 (2022)

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Service Providers | RPO profile (page 3 of 4) Key delivery locations



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Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022

Service Providers | RPO profile (page 4 of 4) Everest Group global assessment – Major Contender

Measure of capability: ● Low ● High

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

Strengths

- ABC is XYZ company, which provides staffing services and comprehensive workforce solutions
- It has a strong focus on the North American market and is currently developing capabilities for sourcing candidates in the UK
- It has good experience of serving clients across diverse industries and has a strong pedigree in white-collar hiring, especially in xxx roles. Clients appreciate its domain knowledge and flexibility in evolving with the business needs
- It has consolidated all its RPO, CWM, and technology offerings in terms of operations, service delivery, and account management under the single xxx brand to target clients looking for a TTA solution
- It launched a proprietary platform xxx to integrate its proprietary technology and analytics solutions, clients' TA systems, and third-party solutions. Its major components include:
 - A single platform that unifies all xxx workflows for recruiters, suppliers, candidates, and clients
 - A high-volume solution for hourly roles using automated workflows and programmatic job distribution
 - Analytics platform showcasing program and market data
 Clients appreciate ABC's technology capabilities and highlight it as a strength

Limitations

- ABC has limited experience in sourcing candidates in Europe, the Middle East, APAC, and LATAM
- It has limited experience in sourcing for healthcare and life sciences roles
- While ABC is expanding its program and market data analytics offerings, clients highlighted the need for more robust data and analytics capabilities
- Some clients would like ABC to further improve the retention of its internal recruiters

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Research calendar

Recruitment

Published
 Planned
 Current release

Reports title	Release date
Recruitment Process Outsourcing (RPO) – Service Provider Landscape with PEAK Matrix® Assessment 2021	April 2021
Recruitment Process Outsourcing (RPO) in North America – Service Provider Landscape with PEAK Matrix® Assessment 2021	April 2021
Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2021	June 2021
Building for the New Normal: Recruitment Process Outsourcing (RPO) State of the Market Report 2021	September 2021
Future of Work Series: Reimagining Workforce and Workplace Mechanics	September 2021
Future of Work Series Reimagining Workforce and Workplace Mechanics: Who Will Do the Work?	February 2022
Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2022 – Global and EMEA	April 2022
Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022	July 2022
Future of Work Series Reimagining Workforce and Workplace Mechanics: How Will the Work Be Done?	Q3 2022
Recruitment Process Outsourcing (RPO) – What Do RPO Buyers Want?	Q3 2022
Recruitment Process Outsourcing (RPO) – State of the Market Report 2022	Q3 2022
Maneuvering through Talent Challenges in Life Sciences: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q4 2022
Maneuvering through Talent Challenges in Healthcare: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q4 2022
Maneuvering through Talent Challenges in Manufacturing: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q4 2022
Maneuvering through Talent Challenges in Consumer Brands and Retail: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q4 2022
Candidate Attraction and Engagement Platforms PEAK Matrix® Assessment 2022	Q4 2022

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Blog

everestgrp.com/blog

Dallas (Headquarters)

info@everestgrp.com

+1-214-451-3000

Bangalore

india@everestgrp.com

+91-80-61463500

Delhi

india@everestgrp.com

+91-124-496-1000

London

unitedkingdom@everestgrp.com

+44-207-129-1318

Toronto

canada@everestgrp.com

+1-647-557-3475

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