

Recruitment Process Outsourcing (RPO) Services – Provider Compendium 2023

August 2023: Complimentary Abstract / Table of Contents



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- ▶ Life Sciences Commercial Technologies
- ▶ Life Sciences Information Technology
- ▶ Locations Insider™
- ▶ Marketing Services
- ▶ Market Vista™
- ▶ Microsoft Azure
- ▶ Modern Application Development (MAD)
- ▶ Mortgage Operations
- ▶ Multi-country Payroll
- ▶ Network Services and 5G
- ▶ Oracle Services
- ▶ Outsourcing Excellence
- ▶ Pricing Analytics as a Service
- ▶ Process Mining
- ▶ Process Orchestration
- ▶ Procurement and Supply Chain
- ▶ Recruitment
- ▶ Retail and CPG Information Technology
- ▶ Retirement Technologies
- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Sustainability Technology and Services
- ▶ Talent Genius™
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Value and Quality Assurance (VQA)

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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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This report is based on three key sources of proprietary information

- Everest Group’s proprietary database of **~5,200 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 45+ RPO providers** (updated annually)
- The database tracks the following capability elements for each provider:
 - RPO buyers, revenue, service suite, and employees
 - Recent RPO-related developments (investments and partnerships)
 - RPO buyers 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

Providers assessed



Focus of the research

Enterprises looked toward RPO as a strategic enabler of their talent goals when strained by a widening skills gap and navigating a choppy talent market. Providers across the world stepped up to this opportunity and evolved along with the needs of the market. Augmented by advancing technology, they deployed their domain expertise to assist buyers across segments with transforming their strategies for permanent talent acquisition.

This report examines the dynamics of the global, North America, EMEA, and Asia Pacific RPO provider landscape and the impact that providers have created in 2022. It gives an overview of the market and analyzes the areas where providers differentiate themselves. Based on the comprehensive Everest Group PEAK Matrix® evaluation, RPO providers are segmented into the categories of Leaders, Major Contenders, Aspirants, and Star Performers in the corresponding PEAK Matrix®.

In this research, we focus on:

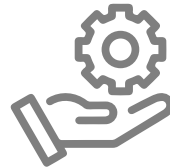
- Everest Group's RPO Services PEAK Matrix® evaluation, a comprehensive assessment of 49 RPO providers
- 2023 RPO PEAK Matrix® and Star Performers
- Provider capability assessment at the global, North America, EMEA, and Asia Pacific levels
- Remarks on key strengths and areas of improvement for each RPO provider

Scope of this report



Geography

Global, North America, EMEA, and Asia Pacific



Providers

ADP RPO, AgileOne, Allegis Global Solutions, AMN Healthcare, AMS, Aspirant, Boyd and Moore Executive Search, Broadleaf Results, Career International, Careernet, Cielo, Compagnon, DZConneX, Engage2Excel, enPower, Gattaca Solutions, Harrier Talent Solutions, Hays, Hire Velocity, Hudson RPO, Hueman RPO, IBM, Instant Impact, Job.com, KellyOCG, Kinetix, Korn Ferry, LevelUP HCS, Lorien Global, Morson Talent, NES Advantage, NLB Services, Orion Talent, Page Outsourcing, PeopleScout, Pierpoint International, Pontoon Solutions, PSG Global Solutions, Quess Corp, Randstad Sourceright, Resource Solutions, RGF Staffing, Serendi, Sevenstep, Sterksen, Sysgen RPO, Taggd, Talent Solutions RPO (ManpowerGroup), and WilsonHCG



Services

Recruitment Process Outsourcing (RPO)

The RPO Service Provider Compendium 2023 report has 35 service provider profiles

Recruitment Process Outsourcing (RPO) Service – Provider Compendium 2023

Provider 1 | RPO profile (page 1 of 5)

Service capability and strategy

Company profile: ABC offers a talent supply chain management, Recruitment Process Outsourcing (RPO), Business Process Outsourcing (BPO), and Talent Advisory Services (TAS). It is a provider with expertise across industries and segments.

Headquarters: none | Leadership: XYZ

Partnerships
RPO provider 1: XYZ | HRO provider 1: XYZ

Recent RPO-related developments/announcements

- 2022: expanded capabilities within operational hubs to offer community management, diversity sourcing, military recruitment analytics
- 2022: automation of proprietary tools such as diversity sourcing and analytics
- 2022: launched a new client facing product which focuses on diversified workforce to the clients
- 2021: added additional training platform across RPO practices
- 2021: announced partnerships with XYZ and ABC

Analytics	Reporting	Descriptive
Automation	RPA	AI/ML

Recruitment Process Outsourcing (RPO) Service – Provider Compendium 2023

Provider 1 | RPO profile (page 2 of 5)

Client portfolio

RPO experience

Total number of current RPO clients: XXXX | Total number of hires managed: XXXX

RPO split of hires by job function

100% = XXXX

Job Function	Percentage
Senior management	3%
Call center	33%
Sales & marketing	7%
Finance & legal	10%
Lifesciences	12%
Blue collar	29%
Healthcare	5%

1 Blue collar category includes jobs in operations, manufacturing, and logistics
 2 Technology professionals category includes IT, software, and engineering
 3 Finance & legal professionals category includes accounting, law, and compliance
 Source: Everest Group (2023)

Recruitment Process Outsourcing (RPO) Service – Provider Compendium 2023

Provider 1 | RPO profile (page 3 of 5)

Key delivery locations

North America

- Location 1
- Location 2

Recruitment Process Outsourcing (RPO) Service – Provider Compendium 2023

Provider 1 profile (page 4 of 5)

Everest Group North America

Market	Market adoption	Portfolio mix
North America	Low	Low

Strengths

- ABC is the RPO arm of the management and technology consulting firm.
- Its operations are focused on the XYZ market, and it has gained a strong reputation in this market.
- ABC has a distinct focus on the small-market segment.
- It supports buyers with employer branding and Employee Value Proposition (EVP) design.
- ABC leverages its proprietary XYZ Tool, an AI-powered platform for talent acquisition.

Recruitment Process Outsourcing (RPO) Service – Provider Compendium 2023

Provider 1 RPO profile (page 5 of 5)

Everest Group North America assessment – Aspirant

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

Measure of capability: Low (🟡) High (🟢)

Limitations

- ABC has no presence outside the XX and hence it may not suit the requirements for buyers looking for services across geographies
- It has a highly concentrated portfolio of buyers, with little exposure to buyers outside the manufacturing domain. Its experience in supporting mid- and large-market buyers with large and complex deals is also limited
- Buyers seeking holistic total talent solutions might not find their needs met since ABC has not yet developed a TTA offering
- ABC has not rolled out comprehensive talent acquisition consulting services to support buyers with their long-term, strategic talent acquisition priorities
- It does not yet provide program analytics and market insights to buyers. Buyers looking for advanced reporting and intelligence capabilities should evaluate its capabilities

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Research calendar

Recruitment

Published
 Planned
 Current release

Reports title	Release date
Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2022 – Global and EMEA	April 2022
Future of Work Series Reimagining Workforce and Workplace Mechanics: How Will the Work Be Done?	August 2022
Recruitment Process Outsourcing (RPO) – Service Provider Compendium 2022	July 2022
Recruitment Process Outsourcing (RPO) – What Do RPO Buyers Want?	September 2022
Recruitment Process Outsourcing (RPO) State of the Market Report 2022	October 2022
Candidate Relationship Management (CRM) Platforms PEAK Matrix® Assessment 2023	May 2023
Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2023	May 2023
Recruitment Process Outsourcing (RPO) Services – Provider Compendium 2023	August 2023
Maneuvering through Talent Challenges in Life Sciences: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q2 2023
Maneuvering through Talent Challenges in Healthcare: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q2 2023
Maneuvering through Talent Challenges in Manufacturing: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q2 2023
Maneuvering through Talent Challenges in Consumer Brands and Retail: The Role of Recruitment Process Outsourcing (RPO) 4.0	Q2 2023
Candidate Relationship Management (CRM) – Platform Vendor Compendium 2023	Q2 2023
Agile Recruitment Support: Navigating Global Talent Uncertainties by Leveraging Project RPO	Q2 2023
Recruitment Process Outsourcing State of the Market 2023	Q3 2023

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