



Recruitment Process Outsourcing (RPO) Services PEAK Matrix[®] Assessment 2024 – Global

May 2024: Complimentary Abstract / Table of Contents

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- ▶ Payer and Provider Information Technology
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- ▶ Pricing Analytics as a Service
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- ▶ Revenue Cycle Management
- ▶ Rewards and Recognition
- ▶ SAP Services
- ▶ Service Optimization Technologies
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For more information on this and other research published by Everest Group, please contact us:

Lokesh Goyal, Practice Director

Sailesh Hota, Practice Director

Shikhar Agrawal, Senior Analyst

Varisha Jain, Senior Analyst

Swapnil Varshney, Senior Analyst

Akshat Gupta, Analyst

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Introduction

2023 presented significant challenges for enterprises, as they navigated an uncertain talent environment amid the macro-economic and geopolitical uncertainty. Although RPO providers faced a challenging year in terms of demand for their services, they stepped up by providing tailored and customized services to address the need for greater agility and innovated in-the-face rapid technology advances to support their clients in emerging needs for skills-based recruitment and generative AI. The year also marked the expansion of consulting and value-added services, with RPO providers addressing strategic needs such as workforce planning, upskilling/reskilling, and graduate and early-careers hiring.

This report examines the dynamics of the global RPO provider landscape and the impact that providers have created in 2023. 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®.

This report includes the profiles of the following 32 leading global providers featured on the 2024 RPO PEAK Matrix:

- **Leaders:** AMS, Cielo, Korn Ferry, PeopleScout, Randstad Sourceright, Talent Solutions RPO, and WilsonHCG
- **Major Contenders:** ADP RPO, Allegis Global Solutions, Career International, DZConneX, Engage2Excel, Hays, Hudson RPO, Hueman RPO, IBM, KellyOCG, LevelUP HCS, NXTThing RPO, Page Outsourcing, Pierpoint International, Pontoon Solutions, PSG Global Solutions, Resource Solutions, Sevenstep, and Taggd
- **Aspirants:** AgileOne, AMN Healthcare, Hire Velocity, NES Advantage, NLB Services, and RGF Staffing

Scope of this report

Geography: Global

Industry: All

Services: Recruitment Process Outsourcing (RPO)

Overview and abbreviated summary of key messages

This report examines the dynamics of the global RPO provider landscape and the impact that providers have created in 2023. It gives an overview of the market and analyzes the areas where providers differentiate themselves.

Some of the findings in this report, among others, are:

Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2024 – Global

- Based on Everest Group's comprehensive evaluation framework, the PEAK Matrix®, the 32 established RPO providers evaluated are segmented into three categories (in alphabetical order within each category):
 - **Leaders:** AMS, Cielo, Korn Ferry, PeopleScout, Randstad Sourceright, Talent Solutions RPO, and WilsonHCG
 - **Major Contenders:** ADP RPO, Allegis Global Solutions, Career International, DZConneX, Engage2Excel, Hays, Hudson RPO, Hueman RPO, IBM, KellyOCG, LevelUP HCS, NXTThing RPO, Page Outsourcing, Pierpoint International, Pontoon Solutions, PSG Global Solutions, Resource Solutions, Sevenstep, and Taggd
 - **Aspirants:** AgileOne, AMN Healthcare, Hire Velocity, NES Advantage, NLB Services, and RGF Staffing

RPO service provider capability overview

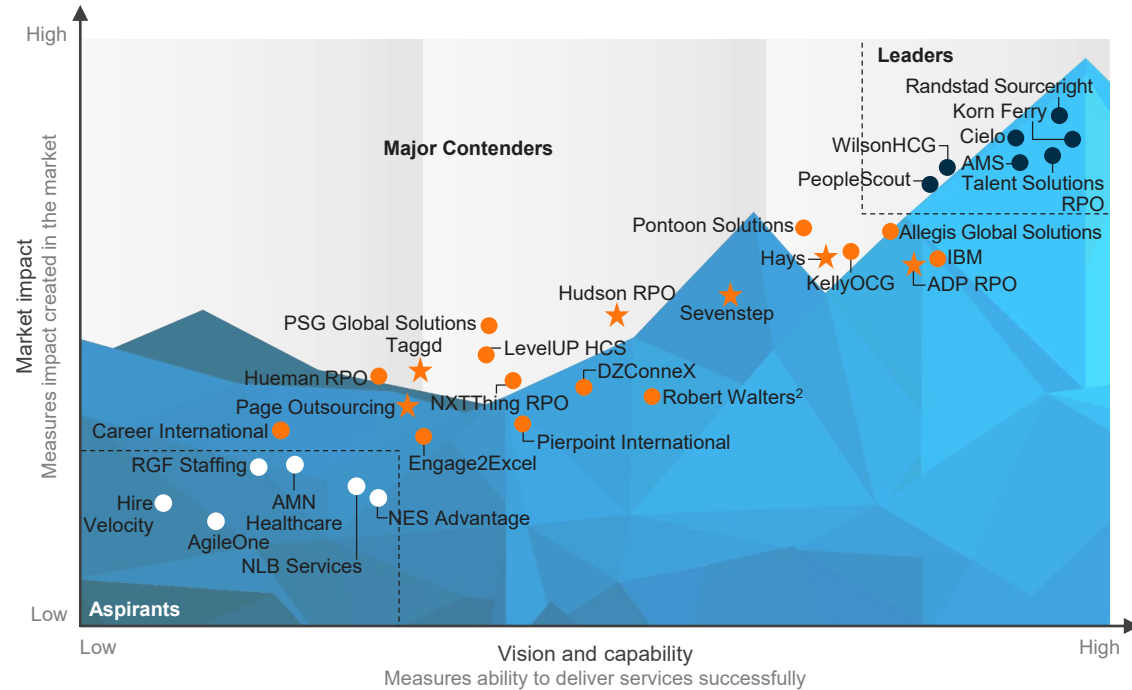
- Everest Group delineates each of the service providers' strengths and limitations
- The in-depth commentary is intended to help service providers, enterprise buyers and other stakeholders to understand the current situation and possible future direction of the provider landscape

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

Everest Group PEAK Matrix® Assessment 2024

Everest Group Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2024 – Global¹

● Leaders ● Major Contenders ○ Aspirants ☆ Star Performers



¹ Assessments for AgileOne, Career International, DZConneX, Hire Velocity, Pierpoint International, and RGF Staffing exclude service provider inputs and are based on Everest Group’s proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group’s interactions with RPO buyers
² Resource Solutions is now integrated into Robert Walters
 Source: Everest Group (2024)

Capability assessment

Illustrative example

Measure of capability: ○ Low ● High

Providers	Market impact				Vision and capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	●	●	●	●	●	●	●	●	●
Provider 2	●	○	●	●	●	○	●	○	●
Provider 3	●	●	●	●	●	●	●	●	●
Provider 4	○	○	●	●	○	○	●	●	●
Provider 5	●	●	●	●	●	●	●	●	●
Provider 6	○	○	●	●	●	○	○	●	○

Everest Group’s remarks on providers

Illustrative example

Measure of capability: ○ Low ● High

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

Strengths

- Provider 1, has a global delivery footprint and operates across the world. Its worldwide presence and delivery network enables it to execute both regional and global deals effectively
- It has developed one of the most advanced and comprehensive technology ecosystems in the RPO space and continues to further invest in its improvement

Limitations

- Despite its global footprint, Provider 1 has limited experience in hiring in the Middle East and Africa region
- Its buyer portfolio is centered around a few key industries, and it lacks exposure to sectors such as hi-tech and telecom, retail, and healthcare

Research calendar

Recruitment

	Published	Current release	Planned
Reports title	Release date		
Candidate Relationship Management (CRM) Platforms PEAK Matrix® Assessment 2023			May 2023
Recruitment Process Outsourcing (RPO) Services PEAK Matrix® Assessment 2023			May 2023
Maneuvering through Talent Challenges in Manufacturing			June 2023
Maneuvering through Talent Challenges in Healthcare			June 2023
Maneuvering through Talent Challenges in Consumer Brands and Retail			June 2023
Maneuvering through Talent Challenges in Life Sciences			June 2023
Recruitment Process Outsourcing (RPO) Services – Provider Compendium 2023			August 2023
Smart Trends Moving Talent and Business Forward			November 2023
Introduction to the Skills Intelligence Technology Landscape			April 2024
The Skills Intelligence Technology Landscape: Focus on Talent Acquisition			May 2024
The Skills Intelligence Technology Landscape: Focus on Talent Management			May 2024
Recruitment Process Outsourcing (RPO) PEAK Matrix® Assessment 2024 – Global			May 2024
Recruitment Process Outsourcing (RPO) PEAK Matrix® Assessment 2024 – North America, EMEA, and Asia Pacific			Q2 2024
Recruitment Process Outsourcing (RPO) Services – Provider Compendium 2024			Q2 2024
Recruitment State of the Market 2024			Q2 2024
Candidate Engagement and Experience Platforms (CEEP) PEAK Matrix® Assessment 2024			Q3 2024

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Stay connected

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

+1-214-451-3000

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