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**Recruitment Process Outsourcing (RPO)
Report: April 2011 – Preview Deck**

**Topic: Recruitment Process Outsourcing (RPO) –
Service Provider Profile Compendium**

Overview

The Recruitment Process Outsourcing (RPO) Service Provider Profile Compendium provides accurate, comprehensive, fact-based snapshots of 23 RPO service providers^{1,2}. The report also offers insights into the recruitment process outsourcing service provider landscape and analysis of their capabilities.

Each service provider profile provides the following RPO-specific details:

- Company overview
- Key clients
- Key hiring trends
 - Number of hires
 - Split by source of hiring
 - Split by types of hiring
- Target market segment
- RPO service suite
- Technology solution(s) offered
- Partnerships
- Overall company revenue
- Total RPO clients
- Total RPO employees
- RPO client mix by industry vertical
- RPO client mix by geography (headquarter location)
- Key delivery locations
- Recent developments/announcements
- Everest PEAK Matrix positioning and detailed analysis

1 All the analyses are based on RPO deals signed as of September 2010

2 Refer to the Recruitment Process Outsourcing (RPO) – Service Provider Landscape and Capability Assessment market update (ERI-2011-3-R-0488) for a comprehensive capability assessment of all the leading RPO suppliers

This compendium tracks 23 service providers:



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ABC RPO profile (page 1 of 4)

RPO service capability and strategy



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Company profile: ABC is the outsourcing and consulting group of human resources provider, XYZ, Inc. XYZ offers talent management solutions in the areas of recruitment process outsourcing (RPO), business process outsourcing (BPO), and contingent workforce outsourcing (CWO). The service portfolio also includes independent contractor solutions, human resources consulting, career transition, organizational effectiveness, and executive search.

Headquarter: Washington, U.S.

Leadership: RKFG, Senior Vice president, ABC; ANDYL, Global RPO Practice Lead ; ASFG, Global Director

Website: www.abc.com

Partnership:

- RPO service provider – XXX
- HRO service provider – XXX

Recent RPO-related developments/announcements:

- Nov 2010: PQR and ABC entered into a partnership to utilize recruitment services for global clients. As a result of this, ABC would be able to leverage PQR's ability to harness best practices in online advertising and generate hard-to-reach, quality candidate leads in a cost-effective manner
- Sep 2010: ABC signed a three-year contract extension with CXZ, which expanded the relationship to include recruitment process outsourcing

Total RPO delivery FTEs = XXX

Offshore (India + China+ S.E. Asia)	Nearshore (Eastern Europe + Latin America)	Onshore (U.S. + Canada + Western Europe)
XX	XX	XX

Current RPO market segment focus:

- Buyer segment: Large market (>15,000 employees)
- Geography: North America, EMEA, and Asia Pacific

Current RPO technology strategy:

- Overview: ABC offers both proprietary and commercial off-the-shelf solutions such as XXX
- It has a strategic partnership with XXX

Functional coverage within key RPO areas, across various regions

Coverage: Self Through partners None

RPO capabilities	North America	EMEA	Asia Pacific	South America
Strategic consulting				
Sourcing				
Applicant tracking				
Screening				
Pre-employment testing				
Selection management				
Background checking				
On-boarding				
Vendor management				

Source: Everest Research Institute (2011)

ABC RPO profile (page 2 of 4)

RPO client portfolio



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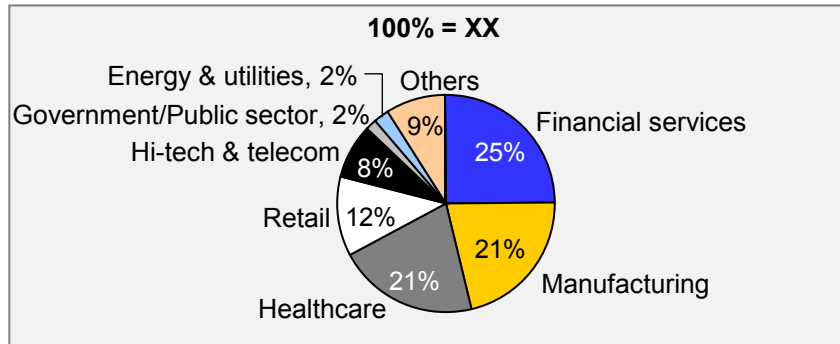
RPO experience:

- Total number of current RPO clients – XX
- Total number of annual hires managed – XX

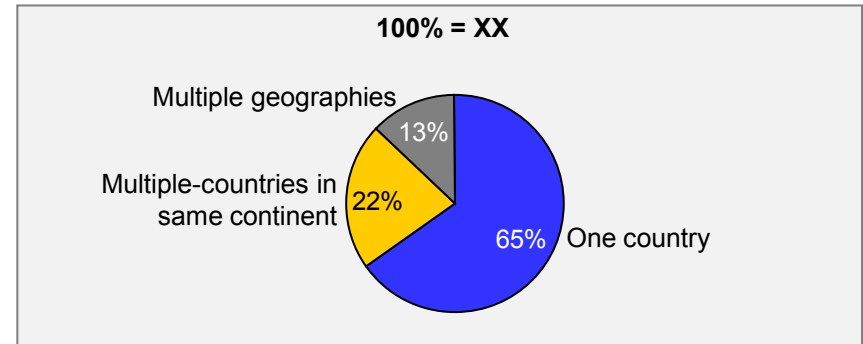
Major RPO clients:

N.A.

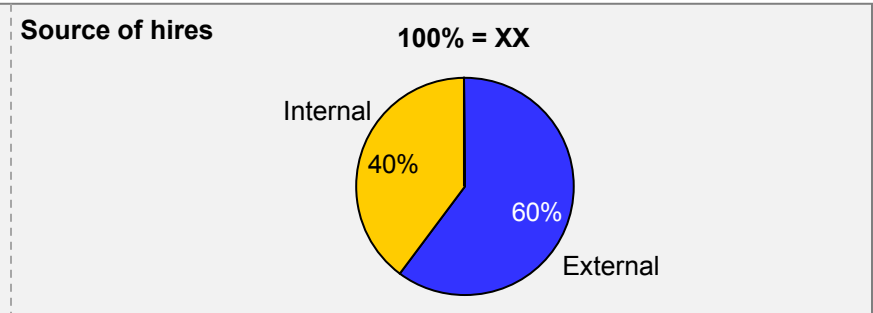
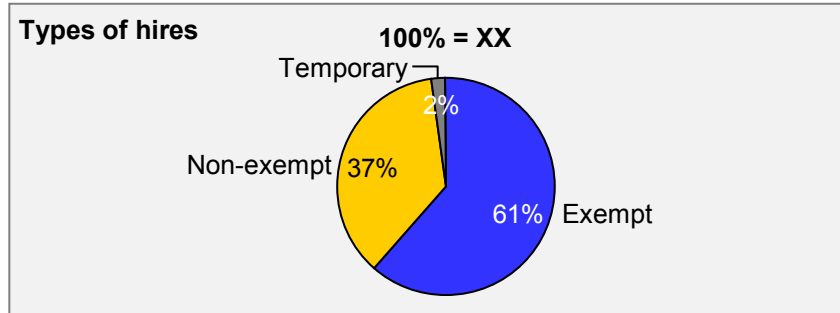
RPO client mix by industry vertical



Geographic scope in RPO deals



RPO hires-managed mix by types and source of hire



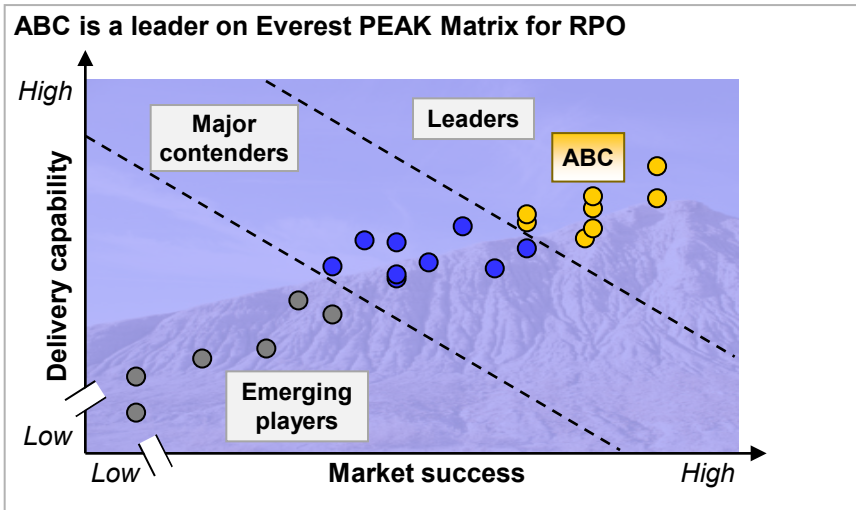
Source: Everest Research Institute (2011)

ABC RPO profile (page 3 of 4)

Detailed assessment of RPO capabilities



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Delivery capability assessment		● High ◐ Low
Assessment dimension	Rating	Remarks
Scale	●	Large client portfolio and significant number of wins in the last couple of years.
Scope	●	High functional and medium industry coverage. Significant number of multi-country and global deals.
Technology capability	◐	Medium IT capability combined with low RPO technology investment.
Delivery footprint	◐	Wide geographical footprint, but limited usage of offshoring.
Overall	●	



Overall remarks:

- ABC is one of the leaders in the RPO market, with significant scale and delivery capabilities spanning three continents, namely, North America, Europe, and Asia Pacific
- It is one of the few service providers with the experience and ability to handle various hiring needs (such as internal, external, exempt, non-exempt, and temporary solutions)
- ABC lags behind other leaders in demonstrating the ability to support various platforms and investments in technology
- Limited offshore capability is one of the key gaps in its delivery capability

¹ Based on contractual and operational information as of August 2010
Source: Everest Research Institute (2011)

ABC RPO profile (page 4 of 4)

Key RPO delivery locations



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Note: Map not to scale

Additional RPO research recommendations



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The recommended documents either provide additional details on the topic or complementary content which may be of interest

- 1. RPO – Service Provider Landscape and Capability Assessment** (ERI-2011-3-R-0488); 2011. This report examines the dynamics of the global RPO service provider landscape and its impact on the RPO market. It gives an overview of the market and the service providers, analyzes the key areas in which service providers are creating a differentiation for themselves, and provides a comparative assessment of delivery capabilities of 23 leading RPO service providers. These include: Accenture, Adecco, AMS, Aon Hewitt, Caliber Point, CDI World Concert, Futurestep, Hays, Hudson, hyphen, IBM, Infosys, KellyOCG, Kenexa, Manpower, Ochre House, PeopleScout, Pinstripe, SourceRight Solutions, Talent2, The RightThing, Wipro, and Yoh.
- 2. Mapping onto the Workforce of Tomorrow: How RPO Can Play a Role** (ERI-2010-3-W-0459); 2010. This Report highlights the role that RPO can play in creating the workforce of tomorrow. It looks at the current value proposition of RPO, suggests ways of advancing the value proposition, and highlights the business and strategic impact that RPO can create
- 3. Recruitment Process Outsourcing (RPO) Annual Report 2010 – “A Year of Rapid Growth and Intense Competition”** (ERI-2010-3-R-0487); 2010. This research report provides a comprehensive coverage of the 2010 RPO market and analyzes it across various dimensions such as market overview and key business drivers, buyer adoption trends, transaction characteristics, and service provider landscape. It also includes predictions for the 2011 RPO market

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