

2013 Baker's Dozen RPO: Emerging Market Leaders

2013 Baker's Dozen Customer Satisfaction Ratings: Recruitment Process Outsourcing

By The Editors

HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 13 responses from 10 companies, and we received feedback from more than 900 customers.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

2. AMN Healthcare

Website: www.amnhealthcare.com

AMN Healthcare is the innovator in healthcare workforce solutions to healthcare facilities across the nation. AMN Healthcare's workforce solutions—including recruitment process outsourcing, MSP, and consulting services—enable providers to successfully reduce complexity, increase efficiency and improve patient outcomes. The company provides access to the largest network of quality clinicians and physicians through its innovative recruitment strategies and breadth of career opportunities.

Services:

- RPO, enterprise-wide or project based
- LEAN process consulting
- Recruitment marketing
- Employer branding
- Requisition management
- Lominger position profile development
- Sourcing and screening
- Clinical assessments
- Social sourcing
- Mobile RN and physician sourcing
- iPhone apps
- Interview scheduling and travel management
- ATS implementation and management
- Offer management
- Exit interviewing
- Comprehensive data analysis and reporting

Important client metrics:

- Fill rate
- Time to submit candidates
- Interview to hire ratios
- Overall time to hire
- Source of hire
- Retention
- Candidate quality and years of experience
- Cost per hire
- Hiring leader satisfaction
- Candidate satisfaction
- Improved compliance

2013 Baker's Dozen RPO: Healthcare Leaders



OVERALL HEALTHCARE LEADERS

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
1. AMN Healthcare	15.38	6.00	317.06	696.17
2. Seven Step RPO	17.00	7.25	309.00	682.88
3. Pinstripe & Ochre House	21.29	9.86	276.21	623.14
4. Kenexa, an IBM Company	16.86	8.00	279.21	620.61
5. Alexander Mann Solutions (AMS)	16.00	8.20	262.80	584.82
6. KellyOCG	17.67	10.67	257.25	577.73
7. Hudson RPO	17.29	8.43	254.68	570.11
8. Pontoon	19.20	9.20	244.50	552.53
9. PPR Healthcare	15.00	5.67	187.40	423.01
10. PrincetonOne	14.40	5.40	161.50	367.41

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OVERALL EMERGING MARKET LEADERS

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
1. Yoh	16.94	7.50	211.38	477.88
2. AMN Healthcare	15.38	6.00	211.38	474.23
3. WilsonHCG	15.85	7.60	194.95	441.66
4. PPR Healthcare	15.00	5.43	188.07	424.25
5. PrincetonOne	15.83	6.56	174.56	398.07
6. Decision Toolbox	14.33	4.57	165.43	374.97

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