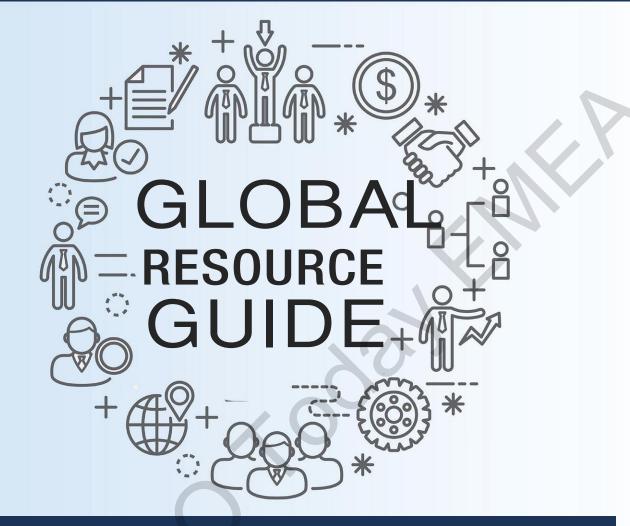
# **RESOURCE GUIDE**



The HR industry is experiencing a transformation. Faced with new technologies and shifting employee expectations, organisations are looking beyond the functional role of HR and developing strategies to increase its impact on business performance and growth.

But the role of "strategic business partner" comes with its challenges—and managing all of the elements needed to succeed can be a strain on even the largest of HR teams. Human resources professionals are expected to deliver a streamlined and attractive talent management process; find leading candidates; fulfill of each generation of employees; predict their organisations' future labour supply and demand; motivate employees to perform at their best; and manage the administrative duties related to all of these tasks. And through it all, they have to ensure that employees at every level understand and execute the workforce strategy. That is why it has become increasingly critical for HR to build valuable partnerships with product vendors and service providers who can automate key processes, deliver the latest technologies, and ultimately, free up time that can be better spent strategising.

To assist with the process of choosing a partner, *HRO Today* has compiled its annual resource guide showcasing vendors across 13 sectors of HR services. From benefits consulting to recruitment process outsourcing, this resource guide will provide guidance and information about the service offerings of today's top HR providers.

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# **Benefits Consulting**

#### WHAT YOU NEED TO KNOW:

In today's competitive talent marketplace, offering an efficient and robust benefits programme is more essential than ever to attract and retain top talent. In fact, according to SHRM's 2018 Employee Benefits survey, 34 per cent of surveyed organisations increased their benefits offerings in the last 12 months to remain competitive, with wellness (44 per cent) benefits seeing growth.

| COMPANY                      | URL                              | REACH  | OTHER SERVICES                                 |
|------------------------------|----------------------------------|--------|--|
| Alexander Forbes             | www.alexanderforbes.co.za        | EU     | F&A  |
| Capita                       | www.capitaemployeebenefits.co.uk | EU     | П  |
| Partena                      | www.bepartena.be                 | EU     |  |
| Alight Solutions             | www.alight.com                   | Global | HB, HRM, MPHRO, P                              |
| Bcerta                       | www.bcerta.com                   | Global |  |
| Generali                     | www.generali.com                 | Global |  |
| Jardine Lloyd Thompson Group | www.jlt.com                      | Global |  |
| Thomsons Online Benefits     | www.thomsons.com                 | Global | ग  |
| Willis Towers Watson         | www.towerswatson.com             | Global | MPHRO, HRM, IT, P, REC, REL, SCR, T&D, HRIS, I |

# Financial Services, Accounting, & Research Analysts

## WHAT YOU NEED TO KNOW:

Efficient cash flow management, regulatory compliance, accurate reporting, and methodical accounting are central to the financial well-being of any organisation. That is why businesses are increasingly partnering with finance and accounting organisations. In fact, as the finance outsourcing industry becomes more technology-focused, it continues to expand with an annual predicted growth rate of 6 per cent between 2017 and 2021, according to HFS Research.

| COMPANY                   | URL                           | REACH  | OTHER SERVICES |
|---------------------------|-------------------------------|--------|----------------|
| Ascot Lloyd               | www.ascotlloyd.com            | EU     |                |
| Platin Outsourcing        | www.platinoutsourcing.com     | EU     | Р              |
| Posti Group Corporation   | www.posti.com                 | EU     |                |
| Sterling Outsourcing      | www.sterling-outsourcing.com  | EU     |                |
| Webster Buchanan Research | www.websterb.com              | EU     | P, HRM         |
| AirPlus International     | www.airplus.com               | Global |                |
| Alantra                   | www.uk.alantra.com            | Global |                |
| BasWare                   | www.basware.com               | Global | Р              |
| BNY Mellon                | www.bnymellon.com             | Global |                |
| Capita Group              | www.capita.co.uk              | Global | REC, IT        |
| Elan Financial Services   | www.elanfinancialservices.com | Global | Р              |
| Everest Research Group    | www.everestgrp.com            | Global |                |
| Fidelity                  | www.fidelity.com              | Global |                |
| IDC                       | www.idc.com                   | Global |                |
| ING Bank                  | www.ing.com                   | Global |                |
| NelsonHall                | research.nelson-hall.com      | Global | CON            |
| NCR Corporation           | www.ncr.com                   | Global |                |
| Phoenix ARC               | www.phoenixarc.co.in          | Global |                |
| PRGX                      | www.prgx.com                  | Global |                |
| TD Ameritrade             | www.tdameritrade.com          | Global |                |
| The Hackett Group         | www.thehackettgroup.com       | Global | MPHRO          |

# HR BPO/Multi-Process HRO

#### WHAT YOU NEED TO KNOW:

Multi-process HR outsourcing (MPHRO) is on the rise. A recent report by Technavio on the global HR outsourcing market predicts a compound annual growth rate of close to 9 per cent between 2018 and 2022, with technology as the primary driver of growth. The rise of advanced data analytics, 360-degree feedback, and digital tools such as AI-enabled technologies and integrated platforms are leading companies to partner with experienced MPHRO providers who can deliver valuable insights and a consistent experience across several HR functions.

| COMPANY                                   | URL                        | REACH  | OTHER SERVICES                     |
|---|----------------------------|--------|------------------------------------|
| Acerta HR Group                           | www.acerta.be              | EU     |                                    |
| Aditro Group                              | www.aditro.com             | EU     | F&A, FS, HCM, HRIS, IT, P, T&D     |
| Alinga                                    | www.acg.ru                 | EU     | CON, P, HRM, F&A                   |
| Ascender                                  | www.ascenderhcm.com        | EU     |                                    |
| Bowland Solutions                         | www.bowlandsolutions.com   | EU     | HRM, IT,T&D                        |
| Cap Gemini                                | www.capgemini.com          | EU     | F&A, IT, HRM, CON                  |
| quinity Group                             | www.equiniti-assured.com   | EU     | HRIS, F&A, P, REC, HRM, IT         |
| Grafton Recruitment International         | www.graftonrecruitment.com | EU     | HRM, T&D, REC                      |
| HR Factory                                | www.hrfactory.com          | EU     | HRM, REC, T&D                      |
| ntercompGlobal                            | www.intercompglobal.com    | EU     | REC, P, HRIS                       |
| blusHR                                    | www.plushr.com             | EU     | HRM, REC, HRIS                     |
| RAET                                      | www.raet.nl                | EU     | HRIS, P, REC, T&D, IT              |
| RnR DataLex Pvt. Ltd.                     | www.rnrdatalex.com         | EU     | HRM, F&A                           |
| ilent Edge                                | www.silentedgeltd.co.uk    | EU     |                                    |
| /aluentis                                 | www.valuentis.com          | EU     |                                    |
| EST Outsourcing                           | www.hr-outsourcing.com.ua  | EU     |                                    |
| Accenture                                 | www.accenture.com          | Global | MPHRO, HRM, HRIS, IT, REC, CON, T& |
| ADP, Inc.                                 | www.adp.com                | Global | BC, HRIS, P, PEO, SCR, F&A, HRM    |
| Ajyal Human Resources Solution & Services | www.ajyal-hr.com           | Global |                                    |
| Ataway                                    | www.ataway.com             | Global | HRM, T&D, P, F&A, HRIS, IT         |
| Bearing Point                             | www.bearingpoint.com       | Global | HRM                                |
| CGS                                       | www.cgsinc.com             | Global | HRIS, IT, T&D, REC                 |
| gon Zehnder                               | www.egonzehnder.com        | Global | REC, F&A, CON, HRM, IT             |
| Genpact                                   | www.genpact.com            | Global | F&A, HRIS, I, IT, P, T&D           |
| nfosys BPO Limited                        | www.infosysbpo.com         | Global | F&A, HRM, HRIS, P, REC, CON        |
| iberata PLC                               | www.liberata.com           | Global | P, IT, F&A                         |
| McTranz Global                            | www.mctranz.com            | Global | HRM, T&D, IT, F&A                  |
| Veyox Outsourcing                         | www.neyox.com              | Global | IT, HRIS, P, F&A, HRM              |
| IGA Human Resources                       | www.ngahr.com              | Global | MPHRO, HRM, HRIS, P                |
| NP Group                                  | www.groupnp.com            | Global | HRM, REC, PEO                      |
| Tata Consultancy Services Limited         | www.tcs.com                | Global | IT, HRIS, HRM                      |
| Tech Mahindra Limited                     | www.techmahindra.com       | Global |                                    |
| WNS Global Services                       | www.wns.com                | Global | F&A, HRM, CON                      |
| Kchanging                                 | www.xchanging.com          | Global | F&A, BC, HRM, HRIS, IT, T&D        |

## **HR Management Consultants**

## WHAT YOU NEED TO KNOW:

HR management consultants can tackle a range of HR functions, including employer branding, recruitment and staffing services, strategic planning, leadership development, performance management, and more. These services align with organisations' culture and current processes in order to increase employee productivity, reduce turnover, and protect the bottom line.

| COMPANY                                    | URL                              | REACH  | OTHER SERVICES         |
|--|----------------------------------|--------|------------------------|
| AdviserPlus Business Solutions             | www.adviserplus.com              | EU     |                        |
| Better Business (2B)                       | www.betterbusinesspartners.biz   | EU     |                        |
| CGI Group, Inc.                            | www.cgi.com                      | EU     | IT, MPHRO              |
| CloudEleven                                | www.cloud11hr.com                | EU     | REC, T&D               |
| Croner                                     | www.croner.co.uk                 | EU     | BC, P, CON, F&A        |
| Emphasis                                   | www.emphasis.uk.com              | EU     | BC, CON, P, T&D, REC   |
| European HR Consultants                    | www.ehrc.net                     | EU     | REC                    |
| Gem  | www.gemsgroup-hr.com             | EU     |                        |
| Groupe Finaxim                             | www.finaxim.fr                   | EU     | REC                    |
| Human Factors International                | www.humanfactors.com             | EU     | T&D                    |
| H.R. Thomann Consulting                    | www.thomannconsulting.ch         | EU     |                        |
| Kirkman Company                            | www.kirkmancompany.com           | EU     |                        |
| Konsult Human Capital Solutions            | www.konsulthcs.com               | EU     | REC                    |
| Lee Hecht Harrison                         | www.lhh.com                      | EU     | REC, T&D               |
| Management Centre Europe                   | www.mce.eu                       | EU     |                        |
| Mercer Human Resource Consulting           | www.mercer.us                    | EU     | F&A, T&D, BC           |
| OriginHR                                   | www.originhr.in                  | EU     |                        |
| Orion Partners                             | www.orion-partners.com           | EU     |                        |
| Quistor                                    | www.Quistor.com                  | EU     | HRIS, MPHRO            |
| Sailfish Change Consulting                 | www.sailfishchangeconsulting.com | EU     |                        |
| SD Worx                                    | www.sdworx.com                   | EU     | P, HRM, CON            |
| Sopra HR Software                          | www.soprahr.com                  | EU     | MPHRO, HRIS            |
| Symbio Business Solutions                  | www.symbio.ie                    | EU     | REC, T&D               |
| Synatus                                    | www.synatus.com                  | EU     |                        |
| Trilations                                 | www.trilations.com               | EU     |                        |
| APTMetrics, Inc.                           | www.aptmetrics.com               | Global | HRIS                   |
| Chazey Partners                            | www.chazeypartnersinc.com        | Global | PEO, IT                |
| Cognizant                                  | www.cognizant.com                | Global | IT, HRIS, F&A, MPHRO   |
| Corporate Visions, Inc.                    | www.corporatevisions.com         | Global |                        |
| Deloitte Consulting LLP                    | www.deloitte.com                 | Global | BC, HRIS, IT, CON, F&A |
| <b>Development Dimensions Internationa</b> | l www.ddiworld.com               | Global | REC, T&D               |
| Ecode                                      | www.ecode.org.uk                 | Global |                        |
| Gartner, Inc.                              | www.gartner.com                  | Global | F&A, CON               |
| Glass Bead Consulting                      | www.glassbeadconsulting.com      | Global |                        |
| IQ Business                                | www.iqbusiness.net               | Global |                        |
| ISG  | www.isg-one.com                  | Global | F&A, CON               |
| KPMG International                         | www.kpmg.com                     | Global | F&A, P, CON            |
| Manpower Group                             | www.manpowergroup.com            | Global | MPHRO                  |
| PA Consulting Group                        | www.paconsulting.com             | Global | IT, CON                |
| PricewaterhouseCoopers                     | www.pwc.com                      | Global | F&A, CON               |
| WorkXO                                     | www.workxo.com                   | Global |                        |

# HRIS & Web-Based Services

## WHAT YOU NEED TO KNOW:

A human resource information system (HRIS) combines the effort of HR with information technology to create HR software. Cloudbased, mobile-friendly, and data-centric technologies and applications are taking the HR world by storm, with Sierra-Cedar research showing that 45 per cent of large companies and 51 per cent of midsized companies are increasing their spending in the technology sector.

| COMPANY                          | URL                       | REACH  | OTHER SERVICES        |
|----------------------------------|---------------------------|--------|-----------------------|
| Advanced Computer Software Group | www.oneadvanced.com       | EU     | F&A, IT, HRM, P       |
| Computers in Personnel           | www.ciphr.com             | EU     | HRM, IT, T&D          |
| MHR                              | www.mhr.co.uk             | EU     | HRM, P                |
| Parity Training                  | www.parity.net            | EU     | REC, IT, T&D          |
| Primacy                          | www.theprimacy.com        | EU     |                       |
| ReachMee                         | www.reachmee.com          | EU     |                       |
| Seertech Learning                | www.seertechsolutions.com | EU     |                       |
| TalentSoft                       | www.talentsoft.com        | EU     | REC, T&D, P, HRM, IT  |
| Visma                            | www.visma.com             | EU     | F&A, P                |
| Xpertivity                       | www.xpertivity.com        | EU     | IT, T&D               |
| Zalaris ASA                      | www.zalaris.com           | EU     | P, REC, T&D           |
| Accu-Time Systems, Inc.          | www.accu-time.com         | Global | IT, P, HRM            |
| AcquireTM                        | www.acquiretm.com         | Global | IT, T&D, REC, SCR     |
| Avanade                          | www.avanade.com           | Global | F&A, IT               |
| Beeline                          | www.beeline.com           | Global |                       |
| Callidus Software                | www.calliduscloud.com     | Global | T&D                   |
| Ceridian                         | www.ceridian.com          | Global | Р                     |
| Cezanne HR Limited               | www.cezannehr.com         | Global |                       |
| Cisco WebEx                      | www.webex.com             | Global | T&D                   |
| CloudPay                         | www.cloudpay.net          | Global | Р                     |
| DCR Workforce, Inc.              | www.dcrworkforce.com      | Global | MPHRO, HRM, IT, P     |
| EPI-USE Systems                  | www.epiuse.com            | Global | HRM, IT, P, F&A, T&D  |
| Epicor                           | www.epicor.com            | Global |                       |
| Ernst & Young                    | www.ey.com                | Global | F&A                   |
| Frontier Software                | www.frontiersoftware.com  | Global | HRM, IT, REC, T&D, P  |
| Hanse Orga                       | www.hanseorga-group.com   | Global | CON, HRM, F&A         |
| iCIMS                            | www.icims.com             | Global |                       |
| Infor                            | www.infor.com             | Global | MPHRO, CON            |
| JazzHR                           | www.jazzhr.com            | Global |                       |
| Lever, Inc.                      | www.lever.co              | Global |                       |
| LionBRIDGE                       | www.lionbridge.com        | Global |                       |
| Meta4                            | www.meta4.es              | Global | P, HRM                |
| NewGen Software                  | www.newgensoft.com        | Global | F&A, P                |
| OneSource Virtual                | www.onesourcevirtual.com  | Global | FS, HRM, P            |
| Oracle                           | www.oracle.com            | Global | HRM, BC, F&A, IT, P   |
| Pageup                           | www.pageuppeople.com      | Global | REC, T&D, HRM, P, F&A |
| Peoplefluent                     | www.peoplefluent.com      | Global | REC, T&D              |
| Phenom People                    | www.phenompeople.com      | Global |                       |
| Pilat HR Solutions               | www.pilat.com             | Global | HRM, HRIS, IT         |
| Provade Inc.                     | www.Provade.com           | Global |                       |
| PTC                              | www.ptc.com               | Global |                       |

## HRIS & Web-Based Services (Continued)

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| COMPANY                                    | URL                             | REACH  | OTHER SERVICES                 |
|--|---------------------------------|--------|--------------------------------|
| Ramco Systems                              | www.ramco.com                   | Global | T&D, HRM                       |
| RChilli Inc.                               | www.rchilli.com                 | Global |                                |
| ReachMee                                   | www.reachmee.com                | Global |                                |
| Saba                                       | www.saba.com                    | Global |                                |
| Sage                                       | www.sage.com                    | Global | П                              |
| SAP AG                                     | www.sap.com                     | Global | MPHRO                          |
| SAP SuccessFactors                         | www.successfactors.com          | Global | MPHRO, HRM, I, IT, P, REC, T&D |
| SAS Institute Inc.                         | www.sas.com                     | Global | MPHRO, HRM, F&A                |
| SkillSurvey                                | www.skillsurvey.com             | Global |                                |
| Small Improvements                         | www.small-improvements.com      | Global |                                |
| SpinifexIT                                 | www.spinifexit.com              | Global | Р                              |
| SumTotal Systems, LLC, a Skillsoft company | www.sumtotalsystems.com         | Global | MPHRO, REC, P, T&D             |
| Sterling Talent Solutions                  | www.sterlingtalentsolutions.com | Global | SCR                            |
| Talent Guard                               | talentguard.com                 | Global |                                |
| Ultimate Software                          | www.ultimatesoftware.com        | Global | HRM, P, REC                    |
| Workday                                    | www.workday.com                 | Global | IT, F&A                        |

# **Incentives and Recognition**

#### WHAT YOU NEED TO KNOW:

According to Achievers, 69 per cent of employees cited recognition and rewards as a key motivator to stay at their current job in 2018. Given that recognition is such a powerful tool for attracting and retaining top talent, organisations are constantly seeking better ways to reward desired employee behaviors in areas such as productivity, sales, teamwork, and leadership. Employee recognition programmes can deliver the technology, analytics capabilities, and administrative support needed to achieve incentive efforts.

# Rideau | www.rideau.com

Vistance®, Rideau's innovative SaaS-based employee recognition platform, is reinventing human capital management by delivering a true "Return on Recognition". Vistance's patent-pending technology and proprietary data analytics uses RQ<sup>™</sup> metrics and prescriptive learning to help move your key performance indicators in the right direction. Vistance won *HRO Today*'s prestigious iTalent competition (twice) and was awarded the Tektonic award for "Most Disruptive Technology". Visit us today at Rideau.com and start getting your Return on Recognition!



HRO Baker's Dozen Customer Satisfaction Ratings RECOGNITION PROVIDERS 2018 Winner

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| COMPANY                      | URL                      | REACH  | OTHER SERVICES |
|------------------------------|--------------------------|--------|----------------|
| Achievers                    | www.achievers.com        | Global |                |
| BI WORLDWIDE                 | www.BIWORLDWIDE.com      | Global |                |
| CSI STARS                    | www.csistars.com         | Global |                |
| Engage2Excel                 | www.engage2excel.com     | Global |                |
| Globoforce                   | www.globoforce.com       | Global |                |
| HALO Recognition             | www.halorecognition.com  | Global |                |
| Maritz Motivation Solutions  | www.maritzmotivation.com | Global |                |
| O.C. Tanner                  | www.octanner.com         | Global |                |
| Online Rewards               | online-rewards.com       | Global | П              |
| Rideau Recognition Solutions | www.rideau.com           | Global |                |
| Rymax Marketing Services     | www.rymaxinc.com         | Global |                |
|                              |                          |        |                |

## Information Technology WHAT YOU NEED TO KNOW:

According to a Technavio report, IT Outsourcing Market 2018-22, the global IT outsourcing market is likely to grow at a rate of 5.84 per cent until 2019. In addition, the Deloitte 2016 Global Outsourcing Survey reports that in 2016, 72 per cent of respondents outsourced their IT functions, with 31 per cent planning to increase outsourcing further. These trends show that organisations are increasingly seeking support to contend with new software-enabled infrastructures and applications.

| MPANY                         | URL                     | REACH  | OTHER SERVICES         |
|-------------------------------|-------------------------|--------|------------------------|
| fineon                        | www.infineon.com        | EU     |                        |
| terquest Group                | www.interquestgroup.com | EU     | REC                    |
| PN                            | www.kpn.com             | EU     |                        |
| fice Field                    | www.officefield.com     | EU     |                        |
| mens                          | www.siemens.com         | EU     |                        |
| bott                          | www.abbott.com          | Global |                        |
| /IDI                          | www.amdi.net            | Global |                        |
| os Origin                     | www.atos.net            | Global |                        |
| C Technology                  | www.dxc.technology      | Global |                        |
| tsu                           | www.fujitsu.com         | Global | HRIS                   |
| onics                         | www.getronics.com       | Global | REC                    |
| ntis Softwareentwicklung GmbH | www.ingentis.com        | Global |                        |
| mark International, Inc.      | www.lexmark.com         | Global | REC, F&A, P, CON, HRIS |
| Corp                          | www.lg.com              | Global |                        |
| m, Informa Group              | www.ovum.com            | Global |                        |
| bury Winthrop Shaw Pittman    | www.pillsburylaw.com    | Global | F&A                    |
| licon Inc.                    | www.replicon.com        | Global |                        |
| ra Steria                     | www.soprasteria.com     | Global | HRM                    |
| )                             | www.tieto.com           | Global |                        |
| sys Corporation               | www.unisys.com          | Global | HRIS                   |
| ro Limited                    | www.wipro.com           | Global | HRM, F&A, HRIS         |

# PEOs, ASOs, and Payroll Services (PEO, P)

#### WHAT YOU NEED TO KNOW:

Professional employer organisations (PEOs) and administrative services organizations (ASOs) provide alternatives to companies who lack the bandwidth to manage their own payroll, benefits, and administrative functions. A PEO typically works with small organisations in a co-employer arrangement, whereby it accepts responsibility for benefits, taxes, and payroll management in return for a monthly administration fee. An ASO provides many of the same administrative services without the expectation of a co-employment relationship.

| COMPANY                         | URL                             | REACH  | OTHER SERVICES      |
|---------------------------------|---------------------------------|--------|---------------------|
| Ascender                        | www.ascenderhcm.com             | EU     |                     |
| Hilan                           | www.hilan.co.il                 | EU     | П                   |
| Intuit                          | www.intuit.com                  | EU     | HRIS                |
| Sutherland Global Services INC. | www.sutherlandglobal.com        | EU     | MPHRO, F&A, HRIS    |
| Trianon                         | www.trianon.ch                  | EU     | ВС                  |
| Aditro                          | www.aditro.com                  | Global | HRIS                |
| Cintra                          | www.cintra.es                   | Global |                     |
| Elanor                          | www.elanor.eu                   | Global | HRIS                |
| FMP Global                      | www.fmpglobal.com               | Global | HRM                 |
| G&A Partners                    | www.gnapartners.com             | Global | HRM, P              |
| Neeyamo                         | www.neeyamo.com                 | Global | MPHRO               |
| Payroll Services Alliance       | www.payrollservicesalliance.com | Global |                     |
| SafeGuard World International   | www.safeguardworld.com          | Global |                     |
| Seresco                         | www.seresco.com/es              | Global | HRIS, T&D, HRM      |
| Staff One HR                    | www.staffone.com                | Global | P, HRIS, HRM, MPHRO |

# **Recruiting, Staffing, & Search**

#### WHAT YOU NEED TO KNOW:

The global RPO market is expected to grow rapidly through 2021, according to the *Global Recruitment Process Outsourcing Market* 2017-2021 Report by Technavio. The global RPO market is very diverse and competitive due to a large number of regional and international vendors, and there is a growing number of business process integration and new technological solutions that reduce costs and improve productivity. This category is divided into five types of services: online, recruitment technology, search, contingent labour management, and full-service recruitment process outsourcing (RPO).

# Allegis Global Solutions | www.allegisglobalsolutions.com

We have reimagined the human work experience. Through decades of industry experience and with services across 60+ countries, we understand what it takes to consult, design, and build successful workforce management solutions regardless of the workforce category.

We have the experience, state-of-the-art technology, and sustained innovation investments to ensure your workforce solutions enhance your company.

We live to match exceptional organizations with outstanding people.

# ALLEGIS

HRO Baker's Dozen Customer Satisfaction Ratings TOTAL WORKFORCE SOLUTIONS

2018 Winner

Customer Satisfaction Ratings ENTERPRISE RPO 2018 Winner

HIRO Baker's Dozen Customer Satisfaction Ratings MANAGED SERVICE PROGRAMS 2018 Winner

# Recruiting, Staffing, & Search (continued)

#### WHAT YOU NEED TO KNOW:

The global RPO market is expected to grow rapidly through 2021, according to the *Global Recruitment Process Outsourcing Market* 2017-2021 Report by Technavio. The global RPO market is very diverse and competitive due to a large number of regional and international vendors, and there is a growing number of business process integration and new technological solutions that reduce costs and improve productivity. This category is divided into five types of services: online, recruitment technology, search, contingent labour management, and full-service recruitment process outsourcing (RPO).

## PeopleScout | www.peoplescout.com

PeopleScout is the world's largest RPO provider with end-to-end MSP capabilities supporting total workforce needs. Affinix™, our proprietary talent acquisition platform, empowers faster engagement with the best talent through an Al-driven, consumer-like candidate experience. PeopleScout supports clients in more than 70 countries, with headquarters in Chicago, Sydney, and London and global delivery centers in Charlotte, Toronto, Montreal, Bristol, Krakow, Gurgaon, and Bangalore.

🗗 people scout

A TRUEBLUE COMPANY

HRO Baker's Dozen Customer Satisfaction Ratings MANAGED SERVICE PROGRAMS 2018 Winner

HRO Baker's Dozen Customer Satisfaction Ratings

2018 Winner

HRO Baker's Dozen Customer Satisfaction Ratings TOTAL WORKFORCE SOLUTIONS

2018 Winner

| COMPANY                                  | URL                            | REACH  | OTHER SERVICES       |
|--|--------------------------------|--------|----------------------|
| TALENTPEOPLE                             | www.talentpeople.net           | EU     |                      |
| WORK Group Inc.                          | www.workcomms.com              | EU     |                      |
| ACA Talent                               | www.acatalent.com              | Global |                      |
| ADP LLC                                  | www.adp.com                    | Global | MPHRO, IT, PEO, P    |
| Advantage xPO                            | www.advantagexpo.com           | Global |                      |
| AMN Healthcare                           | www.amnhealthcare.com          | Global |                      |
| AgileOne                                 | www.agile-one.com              | Global |                      |
| Ajilon                                   | www.ajilon.com                 | Global |                      |
| Allegis Global Solutions                 | www.allegisglobalsolutions.com | Global |                      |
| Alexander Mann Solutions                 | www.alexandermannsolutions.com | Global |                      |
| Allen Recruitment                        | www.allenrec.com               | Global | HRIS, T&D            |
| Antal International                      | www.antal.com                  | Global | IT                   |
| Avature                                  | www.avature.net                | Global | IT, T&D, HRIS, MPHRO |
| Boyden                                   | www.boyden.com                 | Global | HRM                  |
| Candidate Manger                         | www.candidatemanager.net       | Global | HRIS, T&D, HRM, SCR  |
| CareerBuilder                            | www.careerbuilder.com          | Global | SCR                  |
| Cielo                                    | www.cielotalent.com            | Global |                      |
| Fircroft                                 | www.fircroft.com               | Global | Р                    |
| Geometric Results, Inc.                  | www.geometricresultsinc.com    | Global | HRM, SCR, CON        |
| Gr8 People                               | www.gr8people.com              | Global |                      |
| Guidant Global                           | www.guidantglobal.com          | Global |                      |
| Hays plc                                 | www.hays.com                   | Global | HRM                  |
| Heidrick & Struggles International, Inc. | www.heidrick.com               | Global | HRM                  |
| Hinde-Smith Ltd.                         | www.hinde-smith.com            | Global |                      |
| Hireology                                | www.hireology.com              | Global |                      |
| Hire Velocity                            | www.hirevelocity.com           | Global |                      |
| /  |                                |        |                      |

# Recruiting, Staffing, & Search (continued)

#### WHAT YOU NEED TO KNOW:

The global RPO market is expected to grow rapidly through 2021, according to the *Global Recruitment Process Outsourcing Market* 2017-2021 Report by Technavio. The global RPO market is very diverse and competitive due to a large number of regional and international vendors, and there is a growing number of business process integration and new technological solutions that reduce costs and improve productivity. This category is divided into five types of services: online, recruitment technology, search, contingent labour management, and full-service recruitment process outsourcing (RPO).

|                                   |                             |        | · · ·                    |
|-----------------------------------|-----------------------------|--------|--------------------------|
| COMPANY                           | URL                         | REACH  | OTHER SERVICES           |
| Hudson RPO                        | www.hudsonrpo.com           | Global |                          |
| IBM Kenexa Recruitment Services   | www.ibm.com                 | Global |                          |
| Integrated Search Solutions Group | www.issg.net                | Global | П                        |
| Jibe                              | 5                           | Global |                          |
|                                   | www.jibe.com                |        |                          |
| KellyOCG                          | www.kellyocg.com            | Global |                          |
| Korn Ferry                        | www.kornferry.com           | Global | BC, HRM, I, IT, CON, T&D |
| MPS Enterprises Ltd               | www.mps.fi                  | Global |                          |
| Novotus                           | www.novotus.com             | Global |                          |
| PeopleScout                       | www.peoplescout.com         | Global |                          |
| Personify                         | www.personifysearch.com     | Global |                          |
| Pierpoint International           | www.Pierpoint.com           | Global |                          |
| PrincetonOne                      | www.princetonone.com        | Global |                          |
| Pontoon Solutions, Inc,           | www.pontoonsolutions.com    | Global |                          |
| PRO Unlimited                     | www.prounlimited.com        | Global |                          |
| Qandidate.com                     | www.qandidate.com           | Global |                          |
| Randstad Sourceright              | www.randstadsourceright.com | Global |                          |
| Resource Solutions, Inc.          | www.resourcesolutions.com   | Global | IT, P, CON, HRM, REL     |
| Robert Walters plc                | www.robertwalters.com       | Global | MPHRO                    |
| Russell Reynolds Associates       | www.russellreynolds.com     | Global | SCR                      |
| Search Wizards                    | www.searchwizards.net       | Global | CON                      |
| Sevenstep                         | www.sevensteprpo.com        | Global |                          |
| SocialTalent                      | www.socialtalent.co         | Global |                          |
| Spencer Stuart                    | www.spencerstuart.com       | Global |                          |
| The Bachrach Group LTD            | www.bachrachgroup.com       | Global | F&A                      |
| WilsonHCG                         | www.wilsonhcg.com           | Global |                          |
| Work4                             | www.work4labs.com           | Global |                          |
| Yoh                               | www.yoh.com                 | Global |                          |

# **Relocation**

#### WHAT YOU NEED TO KNOW:

With increasing demand for mobile technologies, changing immigration regulations across the globe, and more complex transferee needs, organisations are choosing to partner with relocation providers that are better equipped to manage moves and ensure a smooth transition. And when 40 per cent of expatriate employees leave their sponsoring company after assignment, according to the 2018 Atlas Corporate Relocation Survey, providing a positive relocation experience is more important than ever before.

# NRI Relocation | www.NRIrelocation.com

Established 1985, NRI Relocation is an independent relocation management company for U.S. and global services. We propel talent to new career opportunities worldwide so that employee engagement, productivity, and success can thrive. We do this by connecting our values-based philosophy of "Taking Relocation Personally" to every client. Our services include complimentary policy consulting and modern reporting technology analytics.

Learn more www.NRIrelocation.com.



| COMPANY                               | URL                           | REACH  | OTHER SERVICES |
|---------------------------------------|-------------------------------|--------|----------------|
| Eurohome Relocation Services          | www.eurohome-relocation.com   | EU     |                |
| Executive Relocations                 | www.executive-relocations.com | EU     | REC            |
| Human Entrance                        | www.humanentrance.com         | EU     |                |
| NEI Global Relocation (NEI)           | www.neirelo.com               | EU     |                |
| NIM.MERSION                           | nimmersion.com                | EU     |                |
| Saunders 1865                         | www.saunders1865.com          | EU     | SCR, F&A       |
| Thorey Relocation Services            | www.thorey-services.de        | EU     |                |
| Altair Global                         | www.altairglobal.com          | Global |                |
| ARC Relocation                        | arcrelocation.com             | Global |                |
| CapRelo                               | www.caprelo.com               | Global |                |
| BGRS                                  | www.brookfieldgrs.com         | Global | F&A, P         |
| Cartus                                | www.cartus.com                | Global | T&D            |
| Cornerstone Relocation Group          | www.crgglobal.com             | Global |                |
| Crown Worldwide Moving & Storage      | www.crownwms.com              | Global | BC, T&D, F&A   |
| Global Mobility Solutions             | www.gmsmobility.com           | Global |                |
| Graebel Relocation Services Worldwide | www.graebel.com               | Global | BC, FS, T&D    |
| IMPACT Group                          | www.impactgrouphr.com         | Global | T&D            |
| Irishrelo                             | www.irishrelo.com             | Global |                |
| MoveCenter                            | www.movecenter.com            | Global | BC, F&A        |
| MSI Global Talent Solutions           | msigts.com                    | Global |                |
| NRI Relocatioin                       | www.NRIrelocation.com         | Global |                |

## Relocation (continued)

#### WHAT YOU NEED TO KNOW:

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| COMPANY                          | URL                               | REACH  | OTHER SERVICES |
|----------------------------------|-----------------------------------|--------|----------------|
|                                  |                                   |        |                |
| NuCompass Mobility Services Inc. | www.nucompass.com                 | Global |                |
| OneSource Relocation             | www.OneSourceRelocation.com       | Global |                |
| Paragon Relocation               | www.paragonrelocation.com         | Global |                |
| Relocation Center                | www.relocationcenter.com          | Global | BC, FS         |
| SIRVA Worldwide, Inc.            | www.sirva.com                     | Global |                |
| TEAM Relocations                 | www.teamrelocations.com           | Global |                |
| TheMIGroup                       | www.themigroup.com                | Global |                |
| TTHCURZON Relocation             | www.tthcurzonrelo.com             | Global |                |
| Weichert Workforce Mobility      | www.weichertworkforcemobility.com | Global |                |
| XONEX Relocation, LLC            | www.xonex.com                     | Global | -              |
|                                  |                                   |        |                |

## **Screening & Workplace Security**

#### WHAT YOU NEED TO KNOW:

HireRight's 2018 Employee Screening Benchmark Report says that 66 per cent of hiring managers claim that finding qualified candidates is a challenge, and 84 per cent reported catching a lie or misrepresentation on a job application. Background screening providers can help mitigate these challenges, providing services such as criminal searches and employment, identity, and education verifications—all whilst delivering a positive candidate experience that won't alienate high-quality potential employees.

| COMPANY                                   | URL                         | REACH  | OTHER SERVICES |
|---|-----------------------------|--------|----------------|
| First Advantage                           | www.fadv.com                | EU     |                |
| Security Watchdog, Capita Resourcing Ltd. | www.securitywatchdog.org.uk | EU     |                |
| Accurate Background, Inc.                 | www.AccurateBackground.com  | Global |                |
| Backgrounds Online                        | www.backgroundsonline.com   | Global |                |
| Corporate Screening Services, Inc.        | www.corporatescreening.com  | Global |                |
| CSS                                       | www.csscheck360.com         | Global |                |
| Extended DISC                             | www.ExtendedDISC.org        | Global |                |
| HR ProFile, Inc.                          | www.hrprofile.com           | Global |                |
| HireRight, LLC.                           | www.hireright.com           | Global |                |
| Justifacts Credential Verification, Inc.  | www.justifacts.com          | Global |                |
| PeopleG2                                  | www.peopleg2.com            | Global |                |

# **Sourcing Consultants & Legal Services**

#### WHAT YOU NEED TO KNOW:

BPO requires the use of lawyers and sourcing advisors. These consultants provide advice for buyers when discussing HRO decisions with their CEOs. Costs can run as high as \$2 million per mega-assignment, and these advisors excel at what they do and hold the key to continued HRO and BPO growth.

| COMPANY                        | URL                   | REACH  | OTHER SERVICES |
|--------------------------------|-----------------------|--------|----------------|
| Blake Morgan                   | www.blakemorgan.co.uk | EU     |                |
| Capital Law                    | www.capital-law.co.uk | EU     |                |
| Dentons                        | www.dentons.com       | EU     |                |
| Foot Anstey                    | www.footanstey.com    | EU     |                |
| Graphite HRM Ltd               | www.graphitehrm.com   | EU     | T&D            |
| Allen & Overy                  | www.allenovery.com    | Global |                |
| Baker McKenzie                 | www.bakermckenzie.com | Global |                |
| Bersin by Deliotte             | www2.deloitte.com     | Global |                |
| Bird & Bird                    | www.twobirds.com      | Global |                |
| DLA Piper                      | www.dlapiper.com      | Global |                |
| Freshfields Bruckhaus Deringer | www.freshfields.com   | Global |                |
| ISG                            | isg-one.com           | Global |                |
| Linklaters                     | www.linklaters.com    | Global |                |
| Mayer Brown                    | www.mayerbrown.com    | Global |                |
| Morgan, Lewis & Bockius LLP    | www.morganlewis.com   | Global |                |
| Morrison & Foerster LLP        | www.mofo.com          | Global |                |

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# **Training & Development**

#### WHAT YOU NEED TO KNOW:

In today's business landscape, the short shelf life of skills and a tightening labour market are creating skill gaps across all industries. That is why according to the 2018 Workplace Learning Report by LinkedIn, all talent professionals agree that the number one priority for talent development in 2018 is training for soft skills. And HR professionals are looking for learning and development providers that do more than just train staff—they want forward-thinking partners that can identify industry trends and prevent talent gaps before they start.

| COMPANY                                    | URL                            | REACH  | OTHER SERVICES        |
|--|--------------------------------|--------|-----------------------|
| The Cegos Group                            | www.cegos.com                  | EU     | REC                   |
| EXECT Business Training                    | www.exectgroup.com             | EU     |                       |
| JBS International, Inc.                    | www.jbsinternational.com       | EU     |                       |
| KnowledgePool                              | www.knowledgepool.com          | EU     |                       |
| Making Great Leaders                       | www.makinggreatleaders.com     | EU     |                       |
| Revelation Training                        | www.revelationtraining.co.uk   | EU     |                       |
| Saffron Interactive                        | www.saffroninteractive.com     | EU     | П                     |
| SkillSoft                                  | www.skillsoft.com              | EU     |                       |
| SpaceMinds                                 | www.spaceminds.com             | EU     | HRM                   |
| Cornerstone On Demand                      | www.cornerstoneondemand.com    | Global | HRIS, REC             |
| CrossKnowledge                             | www.crossknowledge.com         | Global | HRIS                  |
| Expertus                                   | www.expertus.com               | Global | HRIS, REC, CON, MPHRO |
| Global Learning Partners                   | www.globallearningpartners.com | Global |                       |
| Hemsley Fraser                             | www.hemsleyfraser.co.uk        | Global |                       |
| ILX Group                                  | www.ilxgroup.com               | Global |                       |
| Infor                                      | www.infor.com                  | Global |                       |
| IT inlingua International Ltd.             | www.inlingua.com               | Global |                       |
| Intrepid Learning Systems                  | www.intrepidlearning.com       | Global | HRM, HRIS             |
| Kineo                                      | www.kineo.com                  | Global |                       |
| McKinney Rogers                            | www.mckinneyrogers.com         | Global |                       |
| NIIT                                       | www.niit.com                   | Global |                       |
| OPP  | www.opp.com                    | Global |                       |
| Raytheon                                   | www.raytheon.com               | Global |                       |
| SumTotal Systems, LLC, a Skillsoft company | www.sumtotalsystems.com        | Global | HRIS                  |
| Tata Interactive Systems                   | www.tatainteractive.com        | Global |                       |
| The Training Associates                    | www.thetrainingassociates.com  | Global | T&D                   |
| Vertex Solutions                           | www.vertexsolutionsgrp.com     | Global | IT, HRM, T&D          |
|  |                                |        |                       |