



Staff Management Ranked #1 MSP Leader in Breadth of Service

Breadth of Service Leaders	
Provider	Breadth of Service
Staff Management	14.75
Allegis Group Services	14.25
Volt Consulting	14.00
Advantage xPO	13.71
SourceRight Solutions	13.30
Agile 1	13.10
Manpower	12.75
Adecco	12.46
Guidant Group	11.80
Tapfin	11.50
Hays	11.00
CDI	10.27
Workforce Logic	9.17

“MSP buyers reported in our MSP Baker’s Dozen survey that Staff Management was the #1 MSP provider in both the Breadth of Service and the Size of Deal categories for leading MSP providers. Leading in both the breadth and size of deal categories is testament to Staff Management’s ability to deploy broad and complex MSP programs for large buyers of contingent workforce management programs. These #1 rankings make Staff Management an MSP provider to watch in the next 12 months.”

Elliot Clark
 Chairman & CEO SharedXpertise
 Media LLC Publisher of
 HRO Today Magazine

2010 Baker's Dozen Customer Satisfaction Ratings: Top Managed Service Programs

The rankings contained within the Baker’s Dozen for Managed Service Programs and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified the top MSP providers. Our survey research team then asked providers to identify customers to be surveyed. Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to

score each provider having a statistically significant sample. For this survey, we received feedback from more than 60 verified customers. The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide a methodology, and we do not claim that our methodology is the only viable ratings program available; we do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.



Staff Management Ranked #1 MSP Leader in Size of Deal

Size of Deal Leaders	
Provider	Size of Deals
Staff Management	7.38
SourceRight Solutions	5.07
Allegis Group Services	5.00
Volt Consulting	5.00
Tapfin	4.88
Manpower	4.84
Guidant Group	4.80
Hays	4.70
Adecco	4.68
Advantage xPO	4.57
Workforce Logic	4.17
Agile 1	4.13
CDI	4.00

Company **URL**

Staff Management

www.staffmanagement.com

Staff Management is a division of SeatonCorp, a leading provider of consultative managed staffing and recruiting programs for *Fortune* 500 and Global 2000 companies. Founded in 1988, Staff Management was an industry pioneer of vendor on premise (VOP) staffing. Today, Staff Management has evolved its revolutionary VOP platform to provide sustainable contingent workforce solutions across a growing global footprint and has become the leading managed service provider (MSP) with deep domain expertise supporting clients in the manufacturing and distribution segment.

Services:

Staff Management provides comprehensive managed service provider (MSP) and managed services solutions in addition to best-in-class vendor on-premise staffing on a temporary, temp-to-hire, and permanent placement basis. Staff Management solutions provide a proprietary precision recruitment process and software; a flexible workforce framework; world-class supplier management; a professional service team; client aligned technology with advanced scheduling capabilities; and a comprehensive risk and compliance management platform.

STRATEGIC PARTNERSHIPS

Unlike outsourcing other functions, having a MSP program is not a commodity or a product, but rather a relationship. Several of our experts commented that as the industry matures, expectations will grow and so will the need for value-added services and a more strategic partnership between providers and practitioners.

“The thing about contingent labor is that it’s not a classic procurement or HR relationship—you’re dealing with people,” says Dwyer. “There’s a certain quality level that needs to be met. You can’t just have a solution manage it. MSP has to be a strategic partner since there is a human factor and a quality factor.”

So after the initial cost reduction, organizations tend to ask their MSPs—what next? Providers are answering the call.

“We see the industry going into the value stream,” says Joan Davison, chief operating officer for Staff Management. “There are only so many rates you can reduce before there aren’t any margins to see efficiencies. For us, it’s about getting into clients value stream. How do we support the overall business model? How do we evolve the MSP model to be able to support pricing models, risk and reward gain sharing models? It’s evolving away from just the rates and markups. It’s going beyond that.”

MSP will add strategic value by helping their clients reengineer processes to take out costs. They will analyze business models and provide suggestions for a more flexible labor environment. Being strategic means revisiting the way in which companies handle their processes.