

## NEAT EVALUATION FOR PEOPLESOUT:

# RPO

Market Segment: Overall

## Introduction

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This is a custom report for PeopleScout presenting the findings of the 2025 NelsonHall NEAT vendor evaluation for *Recruitment Process Outsourcing (RPO)* in the *Overall* market segment. It contains the NEAT graph of vendor performance, a summary vendor analysis of PeopleScout for RPO services, and the latest market analysis summary.

This NelsonHall Vendor Evaluation & Assessment Tool (NEAT) analyzes the performance of vendors offering RPO services. The NEAT tool allows strategic sourcing managers to assess the capability of vendors across a range of criteria and business situations and identify the best performing vendors overall, and with specific focus on candidate experience, technology innovation, service innovation, multi-country delivery, and talent acquisition (TA) transformation.

Evaluating vendors on both their ‘ability to deliver immediate benefit’ and their ‘ability to meet client future requirements’, vendors are identified in one of four categories: Leaders, High Achievers, Innovators, and Major Players.

Vendors evaluated for this NEAT are: ADP, Advanced RPO, Cielo, Hudson RPO, IBM, Instant Impact, Korn Ferry, Lorien, NLB Services, NXTThing RPO, PeopleScout, Sanderson, and Talent Solutions RPO.

Further explanation of the NEAT methodology is included at the end of the report.



## NEAT Evaluation: Next-Generation RPO (Overall)



Source: NelsonHall 2025

NelsonHall has identified PeopleScout as a Leader in the *Overall* market segment, as shown in the NEAT graph. This market segment reflects PeopleScout’s overall ability to meet future client requirements as well as delivering immediate benefits to its RPO clients.

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.

Buy-side organizations can access the *RPO NEAT tool (Overall)* [here](#).



## Vendor Analysis Summary for PeopleScout

### Overview

PeopleScout, a TrueBlue company, is a global talent solutions provider whose service offerings include the following:

- Recruitment process outsourcing
- Total workforce solutions
- Talent advisory services
- Amplifiers, modular recruitment solutions
- MSP solutions
- Early career solutions
- PeopleScout Accelerate, rapidly deployed technology-enabled recruitment solution
- Apex professional search.

The Affinix total talent technology suite supports PeopleScout's workforce solutions, providing a mobile-first, cloud-based candidate experience, streamlining the sourcing process, and delivering program analytics to inform strategic decisions. Affinix delivers speed and scalability while leveraging AI, recruitment marketing, ML, predictive analytics, and other emerging technology with one-point ATS and VMS integration and single sign-on.

PeopleScout continues transforming its business, leveraging its historical core strengths, such as high-volume hiring and Talent Advisory services while aligning its solutions with client needs in today's talent landscape.

The company leverages Affinix to deliver a consumer-like candidate experience and dedicated service delivery teams, working as an integrated partner with its clients. ~75% of PeopleScout's programs are ongoing RPO services with contract terms over one year. The remaining programs comprise project RPO engagements under one year in duration. Pricing typically consists of a fee for each hire and talent consulting fees.

PeopleScout offers the following RPO solutions:

- *Full-cycle RPO*: all-encompassing, end-to-end recruiting solution, from receiving the hiring manager's job requisition to sourcing through to onboarding
- *Partial-cycle RPO*: covering certain parts of the recruitment process to augment internal recruitment resources. PeopleScout works closely with in-house recruiters to create a seamless candidate experience
- *Project RPO & Recruiter On-Demand*: flexible and highly scalable project-based RPO solutions matching the capabilities and costs of traditional agencies. PeopleScout's Recruiter On-Demand provides support during seasonal peaks, for special projects, or to fill niche positions
- *Modular RPO (Amplifiers)*: PeopleScout's modular RPO solutions, Amplifiers, help organizations meet immediate talent goals. Amplifiers are available as a standalone service or bundled within an existing RPO engagement with PeopleScout or another vendor
- *High-volume RPO*: rapid, scalable, large-scale recruitment.



## Financials

Following reduced client hiring volumes in 2023, NelsonHall estimates PeopleScout's 2024 RPO revenue was ~\$232m.

Reduced client hiring volumes have been due to buyer cautiousness related to workforce needs, growing cost pressures, and ongoing geopolitical and economic uncertainty. PeopleScout anticipates hiring volumes to normalize in H2 2025 as the market continues recovering.

## Strengths

- PeopleScout's modular Amplifiers and tech consulting offerings are available as standalone and bundled offerings, enabling the company to meet its clients where they're at in their outsourcing journey and optimize existing infrastructure investments
- Its established proprietary technology platform, Affinix, and realigned third-party partnerships provide best-fit TA solutions, assuring adaptability, scalability, and enhanced data transparency
- TrueBlue and PeopleScout's business transformation strategy applies lessons learned from recent market behavior and client buying trends to near- and longer-term product and service offerings, such as its Amplifiers and PeopleScout Accelerate solutions
- The broad range of RPO and talent solutions offered by PeopleScout and the complementary TrueBlue brands provide comprehensive solutions and synergistic business development opportunities
- Deep expertise in its Talent Advisory services, including employer branding, recruitment marketing, talent insights, DE&I consulting, candidate assessment services, and TA strategy consulting, focusing on RPO and MSP solutions. PeopleScout's refreshed brand promise, Connect More, promotes its broad advisory capabilities
- Its pragmatic business development strategies target established markets and identify expansion opportunities in recession-resistant industries.

## Challenges

- Cost suppression in response to global economic uncertainty and clients expecting premium service levels at lower, highly competitive prices. PeopleScout is addressing these challenges by offering its clients modular and targeted services, including Amplifiers, analytics, and expanded technology consulting services
- RFPs remain less formal, requiring additional time to close. As a result, PeopleScout must engage with renewing clients and prospects earlier in the procurement cycle to fully define the scope of services needed, leading to the development of hybrid solutions
- The expanded use of AI and GenAI poses enhanced security risks and ethical considerations across industries. With any disruptive technology, vendors must safeguard systems and data to minimize threats, ensure the proper application of AI, and maintain client confidence in their solutions.



## Strategic Direction

In 2024, PeopleScout introduced refreshed organizational branding, Connect More, emphasizing its commitment to elevating its clients' connections to top talent through sustainable talent programs that combine market intelligence, creativity, and technology to achieve their immediate and long-term workforce goals.

PeopleScout continues monitoring global economic conditions and is ready to respond to changes in the market to meet its clients where they are in their outsourcing journey. Its resources and technology enable it to meet clients under any economic conditions and apply these learnings to its go-forward strategies. For example, the softer demand from clients over the past 18 months influenced PeopleScout's development of its Amplifiers suite, providing flexible recruitment and staff augmentation solutions in response to lower deal sizes and shorter time commitments.

Over the next 12-24 months, PeopleScout's primary areas of focus and investment include:

- Going to market with best-fit solutions, listening to clients for unique pain points and developing new or hybrid solutions addressing those challenges
- Implementing TA technology ecosystems without needing full API integrations, removing friction, and providing clients with the agility required to compete for top talent using pre-configured modules integrated and customized to meet clients' needs
- Expanding into recession-resistant industries. PeopleScout will continue expanding into healthcare, life sciences and IT, supporting roles least susceptible to tech disruptions. As of July 2024, the company experienced a 16% increase year-on-year in clients hiring professional roles, 46% increase in professional hires, and 28% increase in IT hiring. Building off TrueBlue's success in renewable energy, PeopleScout also expanded into the energy industry, expected to grow ~12% annually in the U.S. over the next decade.

### Planned enhancements by service line

In support of its strategic priorities, PeopleScout has defined the following strategic priorities in its 2025 roadmap, vital to enhancing revenue growth and its future RPO capabilities:

- *Enterprise RPO*: focus on revenue growth and expanding its client base in high-growth industries and across multiple countries and continents
- *On-demand RPO*: offering project RPO and on-demand recruiting services supporting clients during peak hiring periods, special projects, or hard-to-fill positions
- *Specialty RPO*: identifying opportunities where the modular suite of recruitment solutions, Amplifiers, can provide value
- *Candidate sourcing and screening*: leverage integrated third-party AI-driven sourcing solution to simultaneously search across ~25 global job sites and ~1.3bn candidate profiles within seconds of opening a new requisition
- *Candidate onboarding*: onboarding support through full-cycle RPO offering and Sure Start solution within the Amplifiers suite
- *RPO and total talent consulting*: innovate and introduce new solutions to the market, addressing clients' talent challenges and deepening stakeholder relationships to drive client value, increase customer satisfaction, and maintain client retention
- *Broader HR consulting*: Amplifiers' consulting offerings include consultative support throughout the talent lifecycle, providing a detailed analysis that empowers employers to



identify opportunities within their talent acquisition program and improve business performance

- *Technology consulting:* PeopleScout will continue promoting its technology diagnostic, particularly with clients looking to transform platforms or seeking more efficient ways to transfer resources or knowledge
- *Other services:* the company's Talent Advisory solutions provide innovative solutions for attracting and engaging top talent. Its full-service talent advisory offerings include employer branding and EVP development, talent insights and mapping, campaign planning and design, talent assessment design and execution, DE&I consulting, recruitment marketing, and media buying.

### Technology roadmap

PeopleScout has defined the following technology roadmap projects for 2025:

- *GenAI:* embedding GenAI into its core software and career site builder tool, with planned release in Q3 2025
- *Affinix Analytics:* enhancements include integrating new market intelligence sources into Affinix Analytics through API, additional predictive and prescriptive hiring models across retention, workforce planning, talent development, and introducing an embedded data model. Planned release in Q2 2025
- *VMS:* launching mid-market VMS, an open API bi-directional integration framework emphasizing the VMS/ATS ecosystem to support total talent programs. Planned release in Q2 2025
- *Client Hub:* additional investments to decrease module implementation timelines down to days. Planned release in Q1 2025
- *CMS:* updated Content Management System, including configurable microsite builder and upgrades to the career site experience. Planned release in Q1 2025
- *DE&I:* embedding tools directly into Affinix core, including bias detection, blind recruitment, skills normalization, and gender neutralization. Planned release in Q3 2025.

### Outlook

In 2025, NelsonHall expects PeopleScout will:

- Continue expanding into healthcare, life sciences, and IT, supporting roles least susceptible to tech disruptions
- Broaden relationships across the TrueBlue brands to pursue and capture synergistic business development opportunities, leveraging leadership and expertise across the businesses to drive higher client value and develop end-to-end talent transformation solutions, e.g., PeopleReady client engagements leveraging the PeopleScout Affinix platform to drive HR analytics and data insights
- Promote various Affinix deployment and configuration models in alignment with client needs and workflow requirements
- Collaboratively capture and apply lessons learned from recent market behavior and client buying trends to near- and longer-term product and service offerings across the TrueBlue organization



- Cross-train delivery teams to quickly flex and scale to meet unanticipated peaks in delivery volumes across programs without impacting service levels or quality
- Continue to enrich its Affinix IP, Apex professional search, technical consulting services, and modular Amplifiers offerings, further increasing value, differentiating its brand, and building on the pipeline momentum of its bundled offerings experienced in Q4 2024
- Transform the Affinix Analytics capabilities, including predictive and prescriptive analytics aligned with critical organizational concerns and workforce performance, custom dashboard creation, aggregate benchmarking capabilities, and accessibility to real-time HR insights.

NelsonHall anticipates that PeopleScout will experience revenue growth of ~10%-15% in 2025.



## RPO Market Summary

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### Overview

The impacts of economic instability will likely prevail until H2 2025, as recruiting volumes and outsourcing engagements begin rebounding to normal. However, RPO vendors reported notable business development opportunities and prospect engagement increases in Q4 2024, potentially signaling improved economic conditions. Buyer decision-making remains impeded by various factors, including geopolitical conflicts, ongoing inflationary and recessionary concerns, and the actions of recently elected government administrations. These influences generate business uncertainty, yielding extended procurement cycles and volatile program requirements.

With the negative to modest growth experienced in 2024, vendors introduced new product and service offerings aligned with buyers' stated challenges and budget constraints. Modular RPO offerings increased, addressing clients' immediate needs and targeted hiring requirements, providing options for smaller, cost-effective solutions with shorter performance periods. Leading RPO transformation projects included employee lifecycle and recruitment process optimization, recruitment marketing, employee skilling/reskilling initiatives, and strategic workforce planning in anticipation of upcoming retirement horizons and evolving workforce roles impacted by technology.

The competitive global labor market is a primary factor driving modernization projects, as buyers seek solutions to reduce employee turnover, introduce advanced technologies into all facets of work, and optimize tech investments. Vendors and buyers are selectively applying advanced technologies, including GenAI, within recruitment and employee lifecycle processes to increase efficiency and candidate quality without negatively impacting candidate engagement or satisfaction. The introduction and rapid evolution of GenAI is driving vendors to innovate and rapidly balance ethical risks against industry regulations associated with the responsible use and application of technology.

Tightened hiring budgets yielded significantly lower recruiting volumes in 2024, particularly in the technology and financial services sectors. Factors inhibiting the adoption or progression of RPO included economic uncertainty, demand for low-cost, targeted solutions, and indeterminate organizational requirements, leading to the 'Great Hesitation' by many buyers. In response, RPO vendors redesigned pricing and service models to deliver cost-competitive solutions and 'meet clients where they are at' within their outsourcing journey, including modular service offerings, flexible and easily scalable contracting options, and custom product and service bundles.

### Buy-Side Dynamics

With buyers seeking scalable vendor solutions to provide immediate benefits to high-priority sourcing needs, the industry has experienced consistent demand for enterprise and specialty RPO and advisory services, particularly HR analytics and sourcing strategy development. Market conditions have led buyers to require flexible contracting options, enabling expanded program services as conditions improve.

Buyer priorities continue to focus on modular services to support prioritized hiring campaigns and staff augmentation. Organizations leverage broader and strategic services for SWP, skilling/reskilling, and internal mobility consulting, supporting near-term and longer-term transformational and workforce planning goals. Organizations increasingly engage with vendors for market insights from descriptive and predictive analytics relating to their talent





programs. Data pipelines, warehousing, and visualization tools drive greater automation, enhance client decision-making, and support next-generation data science.

Buyers frequently seek multiple specialty recruiting disciplines to meet current and future talent needs. Specific buying behaviors include:

- Buyers may be inclined to stay with vendors if they offer a clear roadmap of service evolution to meet targeted skill and staffing needs, such as graduates, early career, and specific industry populations
- Some buyers remain generic in their approach, engaging with vendors offering a broad spectrum of programs, services, and technologies to evolve with the maturity of their organizations
- Buyers consistently appreciate real-time vendor feedback and TA and technology optimization recommendations.

Thirty-nine percent of RPO buyers plan to undertake hiring transformation currently or within the next 24 months, aiming to:

- Drive service consistency through TA and RPO process standardization and alignment
- Expand career-long skilling and development programs, increase agility, and better align staffing requirements against target candidate profiles
- Assess emerging technology to optimize processes, increase agility, and improve the candidate experience
- Place greater emphasis on strategic workforce planning, preparation for near- and longer-term retirement horizons, and technology's impact on skills and roles.

Buyers emphasize the need for marketing consulting, e.g., employer branding, EVP, recruitment marketing, campaign management, and direct sourcing, targeted at specific audiences (e.g., underrepresented populations, early careers, career returners), and gaining insights through enhanced data and analytics to drive competitive advantage. Demand remains high for strategic HR consulting services supporting the development of talent mobility solutions as buyers seek career progression pathways aiding diversity & inclusion, employee retention, internal mobility, and upskilling goals. At the time of report publication, the future of DEI strategies and advisory services remains uncertain, as the recently elected U.S. government seeks to end environmental justice programs within the private and public sectors.

Growth in recruiting technology consulting and HR data analytics reporting continues as organizations focus on improving current systems before going to market for something new. Technology consulting services comprise HR technology advisory and managed services, optimizing existing infrastructure and practices by designing and implementing sustainable strategies. These services enable roadmap design for gradually introducing advanced technologies, supporting candidate quality, engagement, efficiency, and satisfaction. GenAI-enabled assistants streamline job description creation removing bias and assuring specialty role-specific nomenclature. However, buyers remain cautious in applying GenAI throughout HR processes, recognizing the delicate balance between human interaction and technology to attract and secure qualified talent.



## Market Size & Growth

Due to ongoing economic cautiousness, permanent hiring volumes will slowly increase during the first half of 2025, with an accelerated RPO market recovery anticipated in H2 2025. The global RPO market was worth ~\$6.7bn in revenue in 2024 and will grow at ~8.1% CAGR to reach ~\$10.2bn in 2029.

The North American and LATAM markets will show the most substantial growth, followed by Europe, the Middle East & Africa, and APAC. The manufacturing, pharmaceuticals, financial services, and high-tech industries will be the most buoyant.

## Challenges & Success Factors

The primary challenge in the RPO market is cost suppression in response to continued economic uncertainty. Clients remain cautious about external hiring due to constraints and the desire to do more with fewer resources, i.e., staff and budget. As a result, RFPs remain less formal, requiring additional time for vendors to close deals. Vendors must engage with renewing clients and prospects earlier in the procurement cycle to fully define the scope of services needed. Additionally, buyers' 'great hesitation' can limit the scope of the awarded program versus the stated requirements; e.g., global program specifications in an RFP resulting in a reduced-scope regional award.

In response, vendors should take the following actions to address this challenge:

- Establish tiered program governance models, allowing team members to remain connected at all levels of a client's organization to anticipate challenges and proactively design solutions
- Facilitate collaborative workshops with prospects and clients to identify challenges, desired outcomes, and prioritized implementation roadmaps
- Present hybrid solutions using flexible contracting terms, providing scalability to meet immediate and longer-term client requirements
- Offer modular solutions to mid-size organizations and first-generation buyers.

Vendors must increasingly demonstrate the value and return on investment their solutions deliver to clients. Buyers are requesting solution value justification to understand when and how to outsource services vs. maintaining an internal team of recruiters, balancing value-add versus price/cost savings. Lower buyer confidence leads to:

- Reduced recruiting volumes and shorter contract durations, impacting vendor abilities to deliver economies of scale. Organizations are focusing on optimizing existing HR technology infrastructure and processes before investing in upgrades
- Increased evaluation of prospect organizations and buyers to determine if RPO is an appropriate value-added solution vs. an in-house recruiting resourcing model
- Buyers expecting premium service levels at lower, highly competitive price points
- As buyer behaviors and preferences change, prospects and clients seek easily configurable, modular methods of buying recruitment support vs. standard approaches for enterprise end-to-end RPO services.



Vendors should take the following actions to address this challenge:

- Offer flexible contracting models, enabling ease of scalability as recruiting volumes increase and economic conditions improve
- Conduct strategically focused initial discussions encouraging clients to understand and embrace a program built on an agreed SWP roadmap, enabling a structured approach to long-term goals and cost attainment
- Offer a range of modular and value-added service offerings, e.g., HR advisory and technology consulting, based on buyer maturity to meet clients where they are on their outsourcing journey.

The introduction and rapid evolution of advanced technology, i.e., GenAI, drives vendors to innovate and rapidly balance ethical risks against industry regulations associated with the technology's responsible use and application. The expanded use of AI and GenAI also poses enhanced security risks and ethical considerations across industries. With any disruptive technology, vendors must safeguard systems and data to minimize threats, ensure the proper application of AI, and maintain client confidence in their solutions.

Vendors must continually assess, evolve, and introduce service offerings and flexible contracting options in response to client hiring, budget uncertainty, and headcount management pressures. Additionally, the shift from experience-based hiring to skills-based hiring requires vendors to educate buyers on the long-term benefits of an outsourced recruiting approach. Vendors must also provide consulting services to assist clients in designing strategies to implement a skills-based learning culture and technology infrastructure.

Vendors should take the following actions to address this challenge:

- Provide consulting services to assist clients in designing advanced technology roadmaps and implementation strategies
- Expand research, pilots, and introduction of advanced technology within HCM systems and tools, enhancing the user experience and process efficiency while appropriately and ethically balancing the application of technology and human interaction
- Remain engaged in legislative trends impacting HCM and advanced technologies, and provide internal training and certification programs on GenAI and its ethical use
- Proactively educate prospects and clients on safeguards to minimize system and data threats and ensure the ethical application of AI.

## Outlook

The RPO market anticipates moderating recruiting volumes in H1 2025 as organizational budget constraints ease. Vendors will support clients' core RPO and broader strategic initiatives, meeting organizations where they are in their outsourcing journeys through scalable solutions providing immediate benefits to high-priority sourcing and strategic HR planning needs.

As the integration of advanced technologies within the RPO market continues, vendors will carefully consider the infusion of GenAI across their RPO portfolios and design client solutions that further enhance the user experience and process efficiency. Vendors will enrich existing IPs and introduce new technologies within HCM systems and tools while appropriately and ethically balancing the application of technology and human interaction. Vendor engagement on legislative trends, such as data security and privacy laws, and commitment to data and AI ethics will remain top priorities.



Vendors will focus on augmenting and optimizing their IP through internal projects and expanded third-party technology relationships. Collaborative AI projects between vendors focused on natural language queries, predictive analytics, GenAI co-pilots, and the ethical use of AI will accelerate solution research and internal resource development as buyer commitment and understanding of advanced technologies continues evolving.

Vendors will invest in data and deep intelligence, enabling enriched insights and data-driven automation as a part of TA programs or as a stand-alone offering. Vendors will provide clients with program and industry insights and analytics and use these data to deliver strategic talent insights and support long-term strategic workforce planning in anticipation of retirement horizons and evolving employee development needs.



## NEAT Methodology for RPO

NelsonHall's (vendor) Evaluation & Assessment Tool (NEAT) is a method by which strategic sourcing managers can evaluate outsourcing vendors and is part of NelsonHall's *Speed-to-Source* initiative. The NEAT tool sits at the front-end of the vendor screening process and consists of a two-axis model: assessing vendors against their 'ability to deliver immediate benefit' to buy-side organizations and their 'ability to meet future client requirements'. The latter axis is a pragmatic assessment of the vendor's ability to take clients on an innovation journey over the lifetime of their next contract.

The 'ability to deliver immediate benefit' assessment is based on the criteria shown in Exhibit 1, typically reflecting the current maturity of the vendor's offerings, delivery capability, benefits achievement on behalf of clients, and customer presence.

The 'ability to meet future client requirements' assessment is based on the criteria shown in Exhibit 2, and provides a measure of the extent to which the supplier is well-positioned to support the customer journey over the life of a contract. This includes criteria such as the level of partnership established with clients, the mechanisms in place to drive innovation, the level of investment in the service, and the financial stability of the vendor.

The vendors covered in NelsonHall NEAT projects are typically the leaders in their fields. However, within this context, the categorization of vendors within NelsonHall NEAT projects is as follows:

- **Leaders:** vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements
- **High Achievers:** vendors that exhibit a high capability relative to their peers to deliver immediate benefit but have scope to enhance their ability to meet future client requirements
- **Innovators:** vendors that exhibit a high capability relative to their peers to meet future client requirements but have scope to enhance their ability to deliver immediate benefit
- **Major Players:** other significant vendors for this service type.

The scoring of the vendors is based on a combination of analyst assessment, principally around measurements of the ability to deliver immediate benefit; and feedback from interviewing of vendor clients, principally in support of measurements of levels of partnership and ability to meet future client requirements.

Note that, to ensure maximum value to buy-side users (typically strategic sourcing managers), vendor participation in NelsonHall NEAT evaluations is free of charge and all key vendors are invited to participate at the outset of the project.



*Exhibit 1*

**'Ability to deliver immediate benefit': Assessment criteria**

Assessment Category	Assessment Criteria
Offering	<ul style="list-style-type: none"> <li>Core Models (Enterprise + Project)</li> <li>Specialty Models</li> <li>Range of TA Services</li> <li>Specialty or Topical Services</li> <li>Wider range of services (Payroll, HCM tech, etc.)</li> <li>Services to "Build" Talent</li> <li>Sourcing Strategies</li> <li>Talent Insights</li> <li>Candidate Experience</li> </ul>
Delivery	<ul style="list-style-type: none"> <li>Global</li> <li>North America</li> <li>U.K.</li> <li>Continental Europe</li> <li>Middle East/Africa</li> <li>APAC</li> <li>LATAM</li> <li>Increased Agility and Flexibility</li> <li>Proactive Delivery</li> <li>Scalability</li> <li>Access to Specialist RPO Resources</li> <li>Leveraging Intelligent, AI-enabled Talent Platforms</li> <li>Data and Analytics-driven Insights</li> <li>Continuously Updated Expertise</li> </ul>
Presence	<ul style="list-style-type: none"> <li>Size Mix</li> <li>Large Organizations</li> <li>Mid-size Organizations</li> <li>Small Organizations</li> <li>North America</li> <li>U.K.</li> <li>Continental Europe</li> <li>Middle East/Africa</li> <li>APAC</li> <li>LATAM</li> <li>Multi-country presence</li> </ul>
Benefits Achieved	<ul style="list-style-type: none"> <li>Reduced Cost of Recruitment</li> <li>Reduced Time to Hire</li> <li>Improved Quality of Hire</li> <li>Improved Stakeholder Satisfaction</li> <li>Improved Candidate Experience</li> <li>Improved Candidate Diversity</li> </ul>



*Exhibit 2*

**‘Ability to meet client future requirements’: Assessment criteria**

Assessment Category	Assessment Criteria
Service Culture	Ability to Reimagine Service Offerings (Use of Design Thinking) Caliber of Personnel Ability to Meet Future Geographical Footprint
Roadmap Execution & Plans	Digitization/Transformation Capability Range of RPO and Onboarding Services Deployment of Advanced Sourcing Strategies Predictive Analytics and Benchmarking Deployment of Intelligent Tech/Tools to Enhance TA GenAI Roadmap and Execution

For more information on other NelsonHall NEAT evaluations, please contact the NelsonHall relationship manager listed below.



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**Sales Inquiries**

NelsonHall will be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Darrin Grove at [darrin.grove@nelson-hall.com](mailto:darrin.grove@nelson-hall.com)

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