



# MSP SOLUTIONS BEYOND THE EXPECTED

RANKED #1 MSP  
IN CUSTOMER  
SATISFACTION

RANKED #1 MSP  
IN QUALITY OF  
SERVICE

2017 | 2018 | 2019

ON HRO TODAY  
MSP BAKER'S DOZEN

PEOPLESCOUT SOLUTIONS  
MANAGED SERVICE PROVIDER (MSP)

 peoplescout™  
A TRUEBLUE COMPANY

# PEOPLESCOUT MSP SOLUTIONS

All MSP buyers expect a strong process that results in cost-reduction and compliance. Our MSP solutions are designed for those who are looking for something more.

PeopleScout MSP offers the expertise, technology, resources and grit to solve your toughest staffing challenges and help you build a contingent workforce with the best talent, now and in the future. Our high-touch service is supported by innovative thinking that challenges the status quo. Our MSP solutions go beyond the expected cost controls and process administration typical of standard MSP programmes to deliver consultative insight and a uniquely transparent approach to partnership that will move your business forward. It's no wonder PeopleScout earned both the No. 1 Overall ranking and No. 1 Quality of Service ranking on the HRO Today MSP Baker's Dozen Customer Satisfaction list in 2017, 2018 and 2019.

If your current staffing strategies are no longer working for you, consider making the switch to PeopleScout MSP.



PeopleScout continues to distinguish itself from the competition with its extraordinary service culture, once again leading the HRO Today MSP Baker's Dozen Customer Satisfaction Survey. With a multinational footprint and excellent technology, PeopleScout's number one ranking is driven by a superior customer experience that no other provider currently offers.

Elliot Clark  
CEO AND CHAIRMAN,  
SHAREDXPRTISE & HRO TODAY





# WHY PEOPLESCOUT?

- ✓ **#1 IN CUSTOMER SATISFACTION**  
Award-winning provider with a strong reputation.
- ✓ **PROVEN TRACK RECORD**  
Nearly 20 years of exceptional MSP delivery.
- ✓ **NIMBLE YET DISCIPLINED**  
A strong process that adds value while reducing cost and risk.
- ✓ **AFFINIX™ TALENT TECHNOLOGY**  
Affinix integrates with VMS technology to harness the power of data and analytics, allowing clear visibility across your contingent workforce.
- ✓ **ANY JOB, ANYWHERE**  
Strength in tough-to-fill skill categories and geographies.
- ✓ **SCALABLE MODEL**  
Resources to efficiently scale your programme for peak seasons.
- ✓ **GOVERNANCE**  
Centralised risk management team works relentlessly on your behalf to ensure compliance across your contingent workforce.
- ✓ **FROM NOW TO NEXT**  
We are committed to helping you anticipate what's next to stay ahead of the curve.
- ✓ **TOTAL WORKFORCE SOLUTIONS**  
Ability to integrate contingent and permanent talent acquisition functions under one delivery team.
- ✓ **BEYOND THE EXPECTED™ APPROACH**  
PeopleScout's Beyond the Expected service approach challenges the status quo and what you expect from your MSP provider. Our high-touch service delivers the consultative insight, innovation and strategy you need to move your business forward.

## GOT A STAFFING CHALLENGE? BRING IT TO PEOPLESCOUT.

Bring your toughest workforce challenges to PeopleScout. Every aspect of our end-to-end MSP solutions, from payroll and independent contractor management to leading VMS technology, have been designed to navigate a talent landscape with more demanding challenges than ever before. We have experience handling tough-to-fill positions in even tougher markets while maintaining a laser focus on cost reduction, compliance and workforce visibility. What's more? We have the resources to efficiently scale your programme for peak hiring seasons and business growth.

### A MORE HUMAN APPROACH

#1 MSP IN CUSTOMER  
SATISFACTION



Our centralised support model enables PeopleScout to consistently provide quality service. Our industry-leading reputation for customer satisfaction is thanks to our 24/7 concierge-level service, client-first operating model and vertically-aligned teams selected based on their cultural fit for your organisation and industry. This means that the people dedicated to your programme simply “get” your business. They understand your specific staffing landscape and the trends that are affecting it and can be your consultative guides as we move toward what's coming next. Most importantly, we understand that authentic, human connections are what makes a great partnership, and we are committed to transparency every step along the way.

### YOUR BEST INTERESTS ARE OUR BEST INTERESTS



Our client-first operating model makes you our top priority. PeopleScout never supplies labour directly. Instead, we work with a carefully curated network of staffing partners whose performance is continuously optimised using a proprietary scoring system and dashboard. This allows them to engage with us in an efficient and transparent way to better understand your business objectives and improve results. We know that the talent market is multi-faceted. We will leverage additional talent channels that allow us to create the most optimal talent network for you. To address stiff market competition and help with your “on-demand” labour needs, we can leverage your existing talent pools as well as build new ones for you.

### NIMBLE YET DISCIPLINED



Our nimble yet disciplined approach delivers the talent you need without putting you at risk. For nearly two decades, PeopleScout MSP solutions have enabled clients to efficiently source, engage, fulfill, measure and manage specialised categories of contingent and externally sourced labour with strong programme governance and integrity. We remain on top of emerging trends and legislation that may influence employers' ability to attract, retain and engage the temporary workforce and apply this intelligence to a comprehensive risk matrix for proactive planning. Our centralised risk management team oversees compliance across the entire scope of your programme and works relentlessly on your behalf to mitigate risk associated with your contingent workforce.



## TECHNOLOGY BUILT FOR THE FUTURE



We leverage new and emerging technologies to create industry-leading solutions that elevate visibility across your talent ecosystem. We start with effective Vendor Management System (VMS) administration and combine that with Affinix™, our proprietary talent technology platform. Affinix integrates with VMS technology to harness the power of data and analytics, allowing clear visibility across your contingent workforce and other labour channels for a total workforce view. Embedded within PeopleScout's talent solutions, Affinix is a robust platform that delivers speed and scalability to our MSP clients while leveraging artificial intelligence, machine learning, automation, predictive analytics and more.

# YOUR GLOBAL TALENT PARTNER FROM NOW **TO** NEXT

As the pace of change accelerates and your needs continue to evolve, PeopleScout is committed to helping you anticipate what's next. An MSP partnership with PeopleScout unlocks benefits that will provide you with the edge in the people business for years to come, as we continuously enhance your MSP programme with the best technology, resources and strategy.

If your needs demand a more holistic approach to talent, PeopleScout offers award-winning Total Workforce Solutions that blend the capabilities of our MSP programmes with Recruitment Process Outsourcing services by integrating the talent acquisition function for permanent and contingent workforces under one delivery team. Additional value can be found with PeopleScout's Talent Advisory solutions, including employer branding, assessment and workforce planning services.

PeopleScout's entire suite of talent solutions is built on a foundation of superior customer service, transparent partnership and forward-looking innovation. This is our core promise. We put our clients' needs at the center of our business and know that by helping one another succeed, we grow together from now to next.



LEARN MORE ONLINE  
[peoplescout.co.uk](https://peoplescout.co.uk)

# PEOPLESCOUT TALENT SOLUTIONS

We offer scalable talent solutions from on-demand and project RPO to enterprise RPO and MSP as well as integrated total workforce solutions.

## RECRUITER ON-DEMAND

Flexible, on-demand contract recruiting services.

## PARTIAL-CYCLE RPO

Implementation of specific recruiting process steps, focused on critical components of the process.

## FULL-CYCLE & ENTERPRISE RPO

Management of the complete end-to-end recruitment processes including consultation and oversight of the entire select talent acquisition strategy.

## MANAGED SERVICE PROVIDER (MSP)

Enterprise-wide contingent workforce and vendor management.

## TOTAL WORKFORCE SOLUTIONS

Integrated talent solutions offer a holistic approach to the acquisition of contingent and permanent workers.

## TALENT CONSULTING

A powerful talent advisory offering comprised of services including employer branding, recruitment marketing, assessment services and talent acquisition strategy.

## ACCOLADES & RECOGNITION

Our reputation for providing innovative, world-class talent solutions has been verified through numerous industry awards, including our annual leadership position on the HRO Today RPO, MSP and Total Workforce Solutions Baker's Dozen Customer Satisfaction Ratings, a top position on the annual PEAK Matrix by the Everest Group and an annual Leader designation by NelsonHall. PeopleScout's Affinix won the HRO Today Tektonic Award for Candidate Experience and the gold award in the Brandon Hall Group's Human Capital Management (HCM) Excellence Awards programme in the "Best Advance in Recruitment Process Outsourcing (RPO) Technology" category. We have also helped several clients earn recognition for their own candidate experience at the Talent Board CandE Awards.

**HRO Today Baker's Dozen**  
Customer Satisfaction Ratings



Everest Group  
**PEAK**  
MATRIX™  
RECRUITMENT PROCESS  
OUTSOURCING

**TEKTONIC**  
AWARDS

**M**  
MILITARY  
FRIENDLY™



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