

2009 Top Human Resourcing Outsourcing Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009, the Black Book HRO industry user survey investigated over 900 contracts held by 2,500 user organizations, conglomerates and corporations globally.

In order to rank the organizations, 18 key performance indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0–10 scale per KPI.

Key finding: most important customer satisfaction KPIs

Client relationship, and innovation and trust are the most important attributes influencing HRO client satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is common in the HR process outsourcing industry among top ranked suppliers

Strong dissatisfaction is common in the traditional HRO sector, occurring in more than 38% of US clients in 2009, 21% of UK firms and 28% of international corporations collectively.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end HRO vendor produces the highest satisfaction rates from payroll or benefit-led initiatives

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METHODOLOGY

TOP 20 HRO VENDORS

STOP LIGHT SCORING KEY

OVERVIEW OF KPI LEADERS

INDIVIDUAL KEY PERFORMANCE INDICATOR DETAIL

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