

2009 Top Professional Employer and Administrative Services Outsourcing Vendors, Black Book Survey 2009 Results

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Abstracts

In 2009, the Black Book PEO and ASO user survey investigated over 120 outsourcing contracts held by 500 PEO-spending clients 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 findings

Key finding: most important customer satisfaction KPIs

Market size expertise, customization, deployment, reliability and integration are the most important attributes influencing industry PEO/ASO client satisfaction with their 2009 outsourcing providers.

Key finding: vendor dissatisfaction is uncommon in the PEO/ASO outsourcing industry among top ranked suppliers

Strong dissatisfaction is uncommon in this niche HRO sector occurring in only 4.75% of clients globally.

UK and US clients are among the most satisfied with onshore PEO services delivery. Strong dissatisfaction with offshore outsourcing vendors scored appreciably high when originating from non-US/non-UK providers, with 20.4% of all surveyed clients with 2009 PEO/ASO initiatives.

Key finding: comprehensive services vendor arrangements from a comprehensive/end-to-end PEO/ASO vendor produces the highest satisfaction rates

Single vendors offering comprehensive research services to corporate clients ranked highest in the overall survey.

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