

TRUE
TALK

KellyOCG

YOUR FLUFF-FREE GUIDE TO MSPS AND RPOS

Based on the experiences of real buyers

“A challenge we face is not having the flexibility needed to quickly ramp resourcing up or down for fluctuating needs.”

- Real MSP/RPO buyer



Let's face it. You've got a lot on your plate.

As the person responsible for managing your organisation's workforce solution, your day-to-day job is jam-packed. Plus, you've got these priorities to focus on.



Future-readiness

Proactively predicting workforce needs to stay ahead of fluctuating business needs



Globalisation

Enabling global talent mobility, navigating cross-border hiring and ensuring regional alignment



Relationship building

Ensuring that candidates, hiring managers and suppliers have optimised experiences



Increasing workforce transparency

Reducing costs and ensuring compliance with full workforce and supplier visibility

So you look for some outside help, a Managed Service Provider (MSP) or Recruitment Process Outsourcing (RPO) vendor who can help you attract the very best talent, standardise processes and improve workforce flexibility. But you're met with vendors who over-promise and offer a one-size-fits-all approach.

You don't know who you can trust, who really has the best solution and who can meet your needs.

Sound familiar?

SEE THROUGH THE FLUFF



We know a thing or two about MSPs and RPOs. It's why we're trusted by our customers. That, and the fact we have honest conversations with them about their talent strategies and what they want from their talent solutions. It's part of the reason they voted us as the number one MSP provider in HRO Today's Baker's Dozen Customer Satisfaction Ratings™.

To help you make the right decisions, we're sharing recommendations based on the priorities, needs and experiences of real MSP and RPO buyers.

No fluff. Just true talk.



WHAT TO LOOK FOR FROM A VENDOR

Buying talent solutions can be an expensive headache if you choose wrong. If you find yourself paralysed by choice, ask yourself the following questions.

“One of our greatest needs is having in-country specialists that can help create clear sourcing plans and act as consultants to advise the business.”

Real MSP/RPO buyer

- ☐ Can they access global talent with ease?
- ☐ Can they create a tailor-made solution for your workforce?
- ☐ Will they give you honest expertise backed by market-leading insights and data?
- ☐ Can they deliver exceptional experiences for everyone involved?
- ☐ Do they have industry experts to advise you on your future needs?
- ☐ Do they have a trusted delivery engine that will get you up and running quickly?
- ☐ Do they leverage innovative, industry-leading technology with best-in-class analytics?
- ☐ Can they back up their promises with independent verification from the likes of Everest Group, SIA and HRO Today?

RED FLAGS

In the absence of a lie detector, these warning signs can help you spot a rogue talent solution and see through their fluff.

“Be aware that they will all promise you the moon. If they promise you something in the screening process such as reports or training, make sure they follow through. A lot of these organisations promise you a lot... but then do not deliver.”

Real MSP/RPO buyer

- ⚠ They don't have a global footprint and regional experts on the ground
- ⚠ They aren't invested in getting to know your business culture and hiring strategies
- ⚠ They take a one-size-fits-all approach to your workforce solution
- ⚠ They suggest a rip and replace approach to your technology stack
- ⚠ They don't challenge or advise you on what you could be doing better
- ⚠ Pricing is their biggest, and only, selling point
- ⚠ They can't provide visibility over your entire workforce or across all contract types
- ⚠ They can't demonstrate how they've implemented a similar solution in the past
- ⚠ They don't have any recent or meaningful client testimonials



NO FLUFF, JUST FIT

5 reasons you can trust KellyOCG

1 We're leaders in global workforce solutions.

We pioneered the modern staffing industry more than 75 years ago, and we haven't stopped innovating since. Today, more than 90% of the Fortune 100® companies trust us to solve their most complex talent needs.

2 We're everywhere.

We operate in 23 languages, with 1,600 professionals across North America, EMEA and APAC. Our local market experts have the cultural skills and compliance knowledge to guide and align every part of the process with the best regional hiring strategies.

3 Everest Group recognises our market-leading tech.

Our powerful talent management technology, Helix UX, includes best-in-class analytics and is recognised by Everest Group as a market-leading talent supply chain analytics platform. Combined with market insights and our expert consultants, we can guide you on what's coming.

4 True talk is in our DNA.

We get to know your business intimately, from your strategic goals to your culture, technology and talent requirements, so we provide the best-fit solutions for what you really need.

5 We prioritise exceptional experiences.

We were the first to provide clients with a Supply Chain Engagement (SCE) team so that we can create best-in-class experiences for everyone involved — from hiring managers to talent and suppliers.

FANCY A CHAT?

If you're hungry for more insight and honest talk about the world of work, pull up a chair at The Table.

the table

Or, if you'd like to speak to us about your workforce needs, drop us an email at:

ocgmail@kellyocg.com

