



# Cielo

## Next Generation Recruitment Process Outsourcing

### Vendor Assessment Report Abstract

January 2018

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18 pages

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## Who Is This Vendor Assessment For?

NelsonHall's Next Generation Recruitment Process Outsourcing vendor assessment for Cielo is a comprehensive assessment of Cielo's recruitment process outsourcing (RPO) offering and capabilities, designed for:

- Sourcing managers investigating sourcing developments within RPO
- HR decision makers exploring the benefits and inhibitors of RPO as evidenced from the clients and vendor capability
- Vendor marketing, sales and business managers developing strategies to identify developments and target opportunities within managed service programs
- Financial analysts and investors specializing in, or covering the HR outsourcing industry and suppliers.

## Key Findings & Highlights

The Cielo brand was established in 2013 following the joining together of Pinstripe (U.S.) and Ochre House (U.K.), which had formed a strategic partnership in 2009.

Cielo serves 143 clients which have full end to end RPO contracts. Established RPOs include healthcare, engineering/manufacturing, pharmaceuticals and technology. Cielo offers end to end (enterprise) RPO, project RPO, hybrid RPO, and total talent models.

Cielo's revenues in 2016 were \$188.8m. Cielo's RPO revenues in 2016 were 176.5m. Cielo's 2017 RPO revenues are estimated to be \$227.5m, based on client wins realized or won during 2017.

Cielo will continue to focus predominantly on enterprise RPO and move towards total talent solutions. It will continue its high touch, candidate/client-centric approach; evolve its existing services and introduce new services; and invest in its proprietary Cielo TalentCloud technology, focusing on analytics, RPA, chatbots, NLP and ML.



## Scope of the Report

The report provides a comprehensive and objective analysis of Cielo's recruitment process outsourcing offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments in both its service and technology
- Analysis of the company's strengths, challenges, and outlook
- Revenue
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's key offerings (service model and service components)
- Analysis of the company's delivery capability (including the location, size and scale of delivery operations; and delivery via technology).

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## Report Length

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