

# Client and Talent Net Promoter Score Program With Inavero

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# NPS With Inavero

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# The age of service transparency is upon us



# TRANSPARENCY

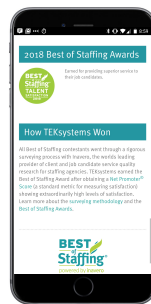
# Inavero's program goes beyond measurement; accelerating Manpower's ability to grow

Simple, Actionable Client  
and Talent Survey



PLUS

Ratings & Reviews  
Driven Directory

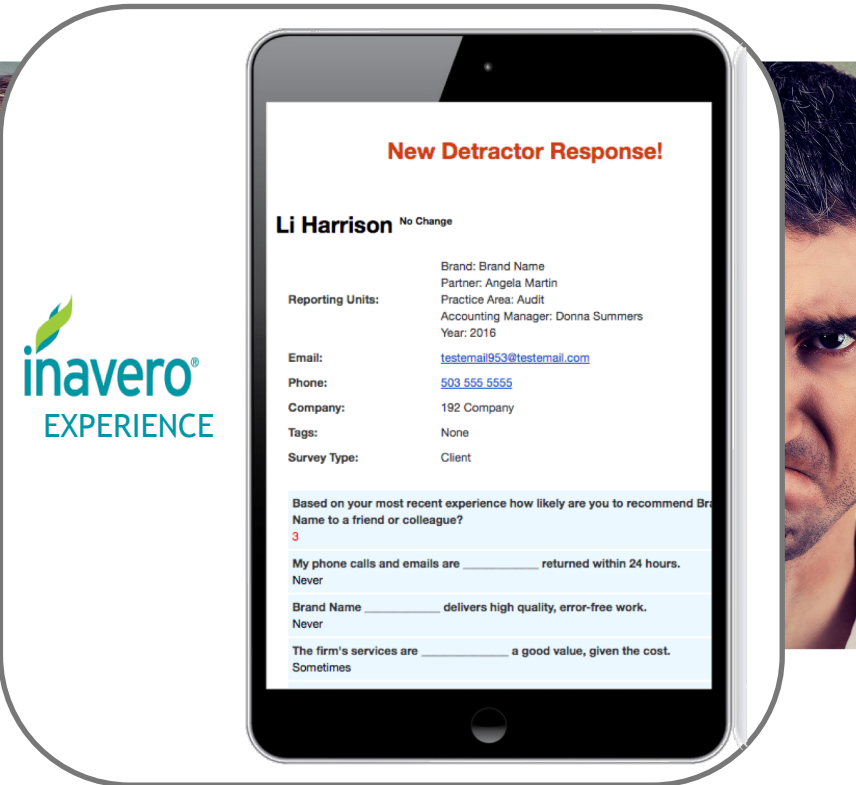


PLUS

Credible  
3<sup>rd</sup>-Party Award



# The problem is most survey programs focus only on identifying service failures



Inavero survey programs identified more than 6,000 dissatisfied clients in 2017

But they should ALSO be able to help you amplify the voices of your most passionate fans



“This firm defines what a partnership should be. Professional and an extension of our team. Nobody cares more than them and it shows.”

CFO - Fortune 500 Technology Co

Inavero gathered more than 100,000 testimonials on behalf of their clients last year alone



The BOSS Group - Employment Agency – Best of Staffing

<https://www.bestofstaffing.com/agencies/the-boss-group/> ▼

★★★★★ Rating: 4.5 - 289 votes

The BOSS Group has earned the Best of Staffing Award for providing remarkable service to hiring managers and job seekers.

Inavero will help enhance satisfaction & search engine presence for 300+ staffing firms in 2018





# And motivate your internal team to continue striving for excellence



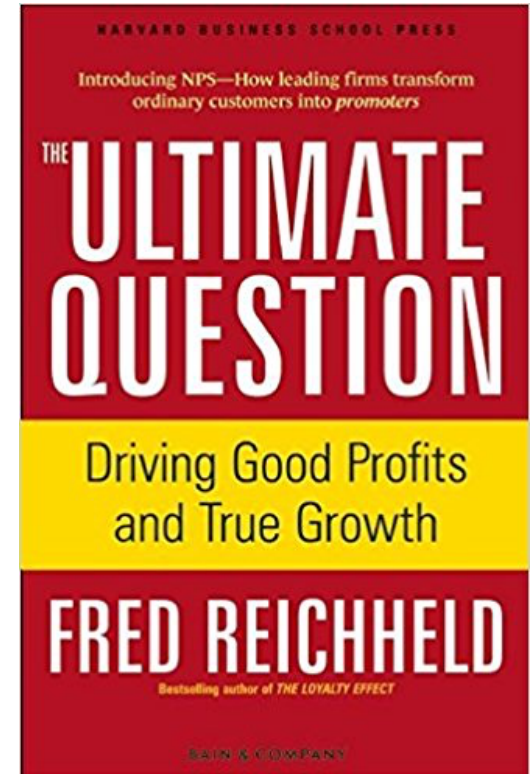
“Jim always goes above and beyond, both for the small projects and the large complicated issues! I don't know what we would do without him!”

Inavero shared more than 85,000 ‘shout-outs’ with clients last year, helping firms recognize service stars

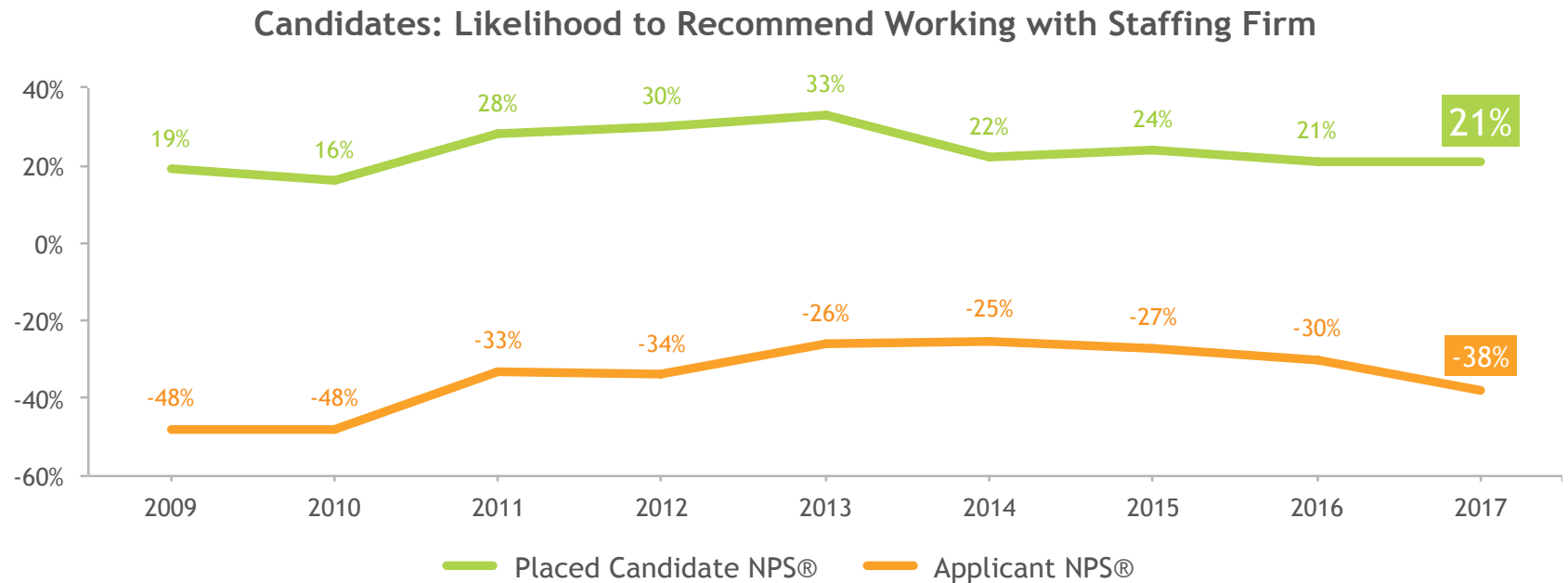
# We Speak NPS

# Early NPS Adopters

- Fielded our first NPS survey the year Reichheld published his first book on NPS (2006)
- Built the staffing industry's first award program based completely on NPS
- We run more NPS programs in staffing than any other provider
- Our technology was built from the ground up with NPS at the core



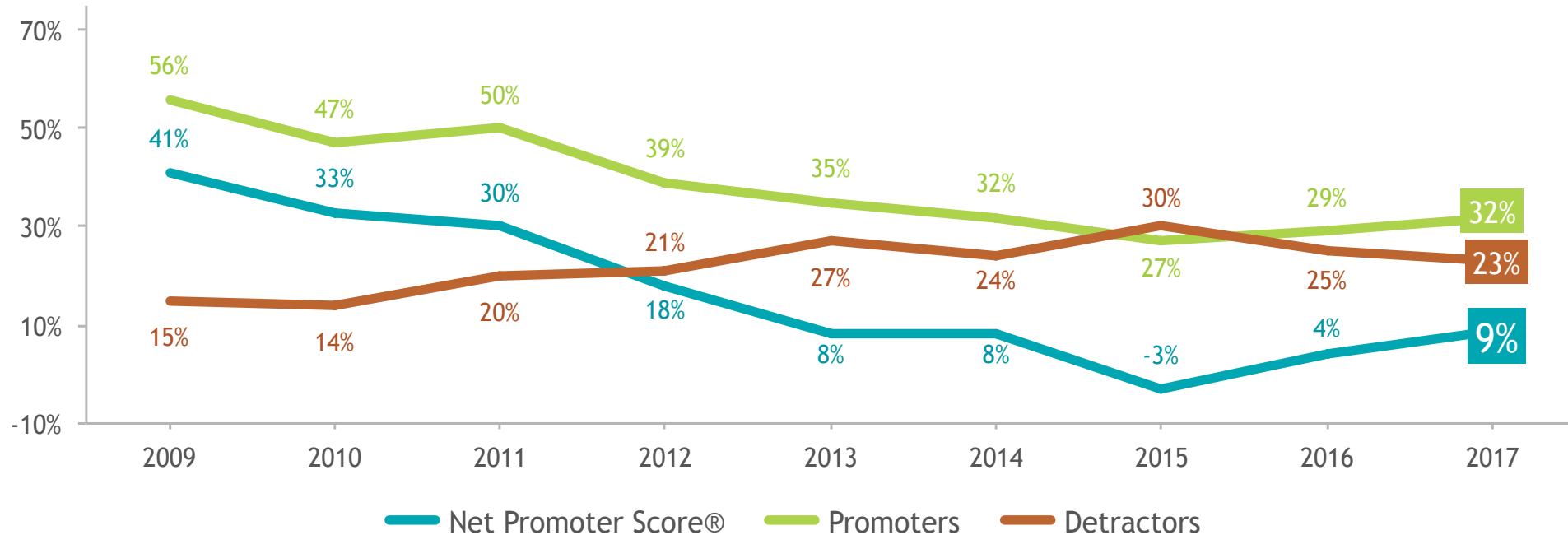
# Placed Talent vs Applicant NPS Benchmarks





# Client satisfaction trending

Clients: Likelihood to Recommend Working with Staffing Firm



# We Speak Staffing

# Deep staffing roots

Partner with industry  
leading vendors on  
industry research



Partner with industry  
trade associations on  
industry research



American Staffing Association



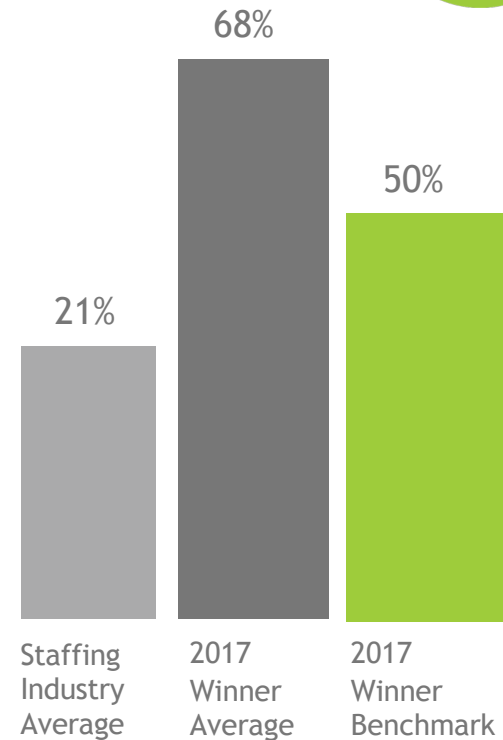
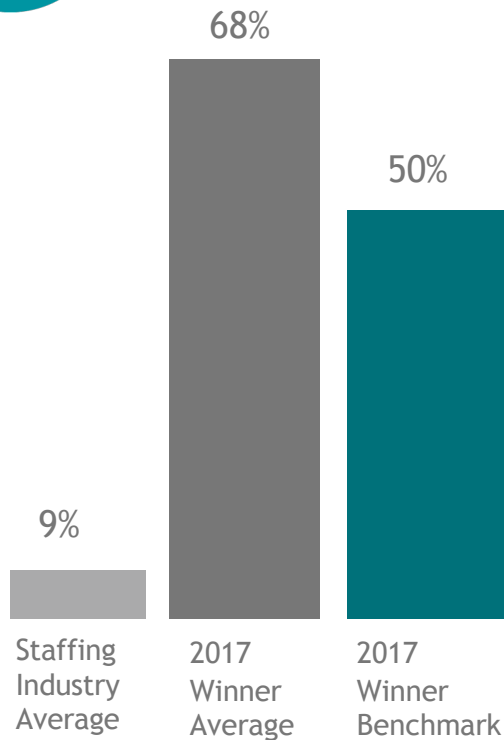
Started the industry's  
first and only NPS based  
award program in 2009!



# Staffing industry benchmarks

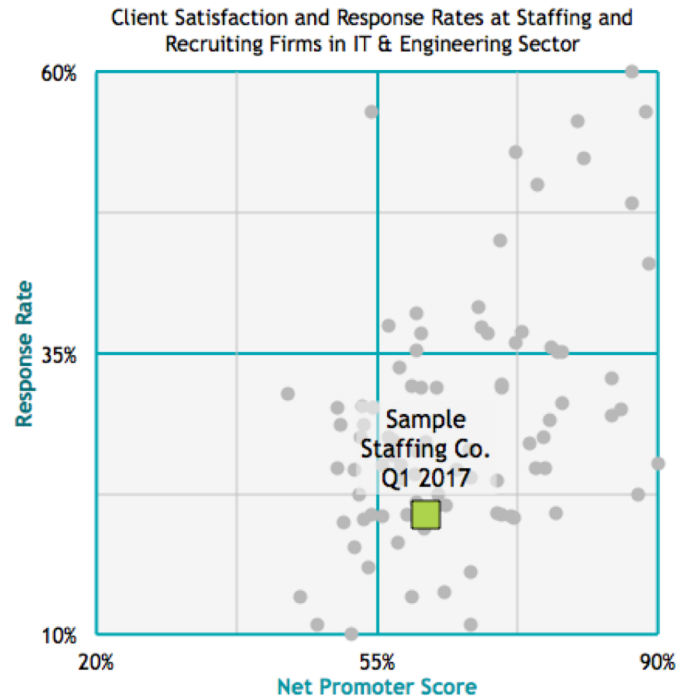


## 2017 Results



# We have more staffing benchmarks than anyone

## Client Best of Staffing™ Sector Comparison - IT & Engineering



Source: Inavero's 2017 Best of Staffing Competition Data. A random selection of clients have been removed for anonymity.

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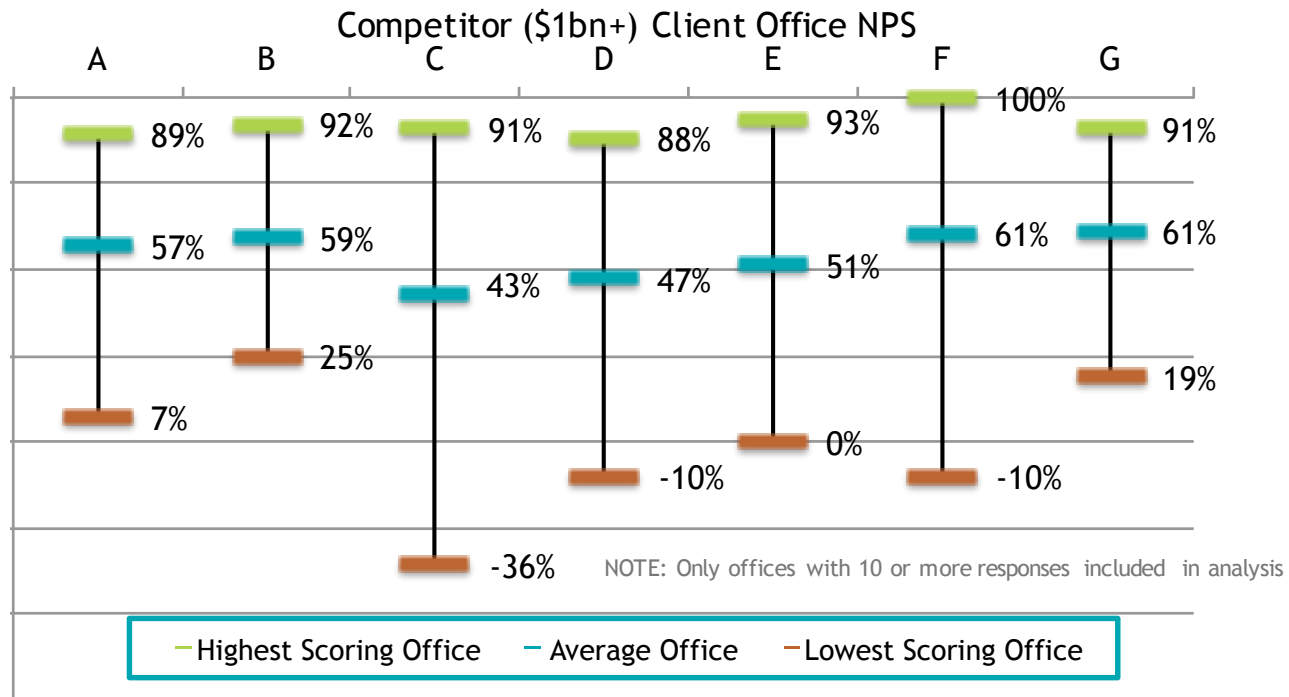
16

KEY DELIVERABLES COULD INCLUDE COMPARISONS BY SECTOR AND FIRM SIZE:

1. NPS Scores and Response Rate (>\$500M in revenue)
2. Promoters & Detractors (>\$500M in revenue)

# We have more staffing benchmarks than anyone

## Client Best of Staffing™ Sector Comparison - IT & Engineering



Source: Inavero's 2017 Best of Staffing Competition Data. A random selection of clients have been removed for anonymity.

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### KEY DELIVERABLES COULD INCLUDE COMPARISONS TO UP TO 10 COMPETITORS:

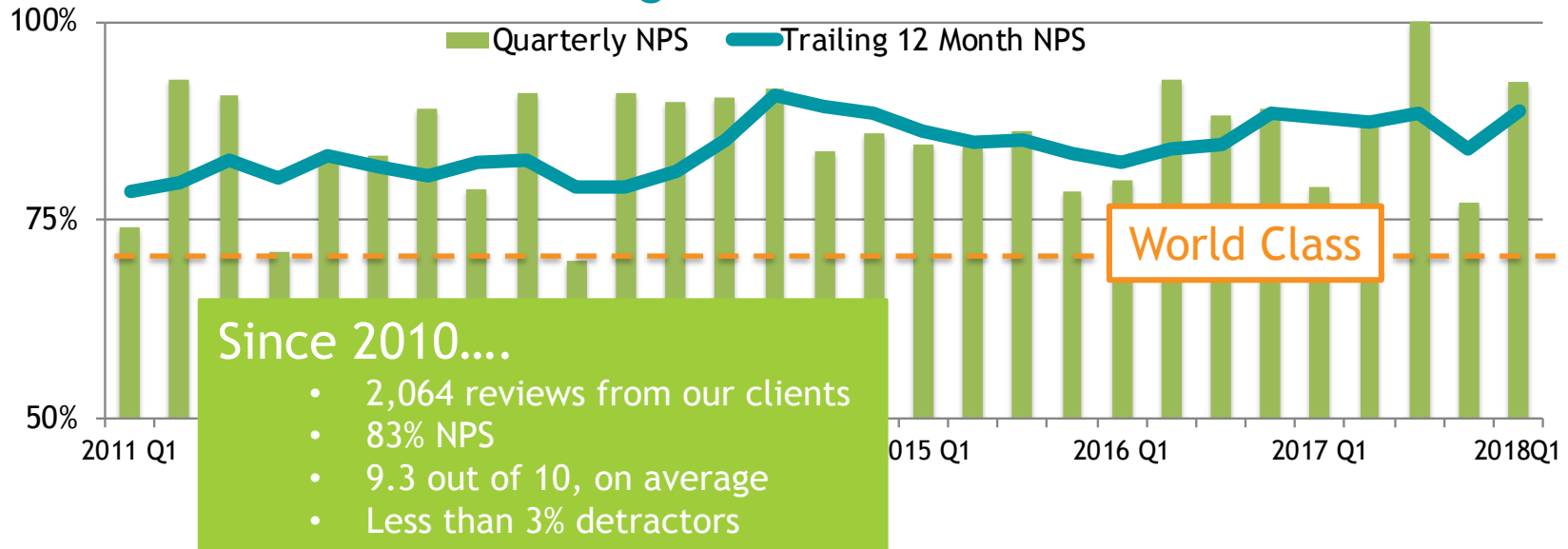
1. NPS Scores (and gain/loss from prior year)
2. Response Rate (and gain/loss from prior year)
3. Variance in scores by office



# We Speak Service

# We practice what we preach!

## Inavero Trailing 12 Month Historical NPS



“Exceptional program, trustworthy data, validated results, and wonderful service from account reps.”

Staci Johnson  
Roth Staffing

“This is a product that allows our company to really gauge comments and results from our clients and candidates with a true non bias and trusted reporting tool.”

Bill Kasko  
Frontline Source Group

“Great product that continues to evolve, and the entire Inavero team, at every level, certainly walks the talk.”


Karen Waldrop  
Staffmark



# Our solution is built on dedicated service, support, and guidance

- Day 1 dedicated account manager to guide through the entire process
- Full service execution of entire survey setup and fielding process
- Survey operations team dedicated to smooth survey fielding and handling questions

**Bridget Harper**  
VP, Client Services  
bridget.harper@inavero.com



**5**  
Shout Outs from  
Clients in 2017  
.....  
**83.3% NPS**

**inavero®**  
SATISFACTION SURVEYS MADE SIMPLE.

Here's what clients say about working with Bridget:

*"Bridget has been nothing but a pleasure to work with. She is insanely responsive (working to the wee-hours of the morning at times) to make sure our surveys and Best of Staffing initiatives roll out successfully. I wish I had a Bridget at every vendor we worked with. I'm looking forward to getting to partner with her more on future endeavors. Thank you again for your support!"*

*"Always responsive, always thorough, always follows through."*

*"Bridget always goes the extra mile. She is response and looks for creative ways to address issues. She always seeks to make my life easier, which is very much appreciated."*

*"Bridget makes the whole survey process very easy. She answers all our questions and concerns in a friendly and professional manner, and provides regular updates as we move through the process."*

*"Always supportive, quick to respond, smart in suggestions. Thank you Bridget!"*

# What our clients are saying

ASHLEY BRICKMAN | ENGAGEMENT MANAGER | IDR, INC.

“Inavero is a phenomenal tool to let us know what we are doing well and to contune doing or what we need to work on. We use the 2 surveys a year and it’s fun to get feedback on what we can improve on, go to work and then see it listed as something we are doing well on the next. This has been a game changer to our level of service. Also, my rep Ryen is phenomenal, always patient, quick to respond AND hilarious ☺  
#winning”



CHRISTINE HAHN-PROFFITT | VP - SALES & OPERATIONS | INTEGRITY STAFFING

“Great coaching from Ryen! She is super flexible and has great follow up. The total system is easy to use and provides great insight to what our customers are feeling.”



BRANDON BARBEE | RESEARCH & DEV. COORDINATOR | EXPRESS EMPLOYMENT PROFESSIONALS

“Simply the best! You continue to deliver exceptional service even as our needs increase. Lauren goes above and beyond for us. Thank you!”



JIMMY DYCHES | MARKET RESEARCH ANALYST | TEKSYSTEMS

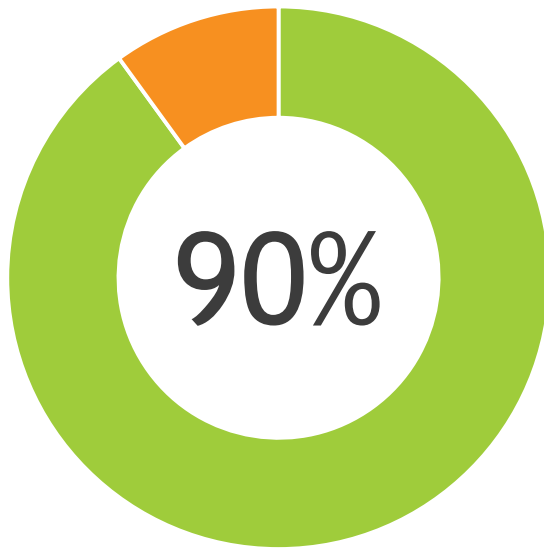
“Everyone I’ve ever worked with from Eric and Nathan on down has been an absolute pleasure. I feel like more than just a customer. Ryen is my Account Manager and I could not find anything bad to say about her if I tried.”



# Importance of Online Reputation

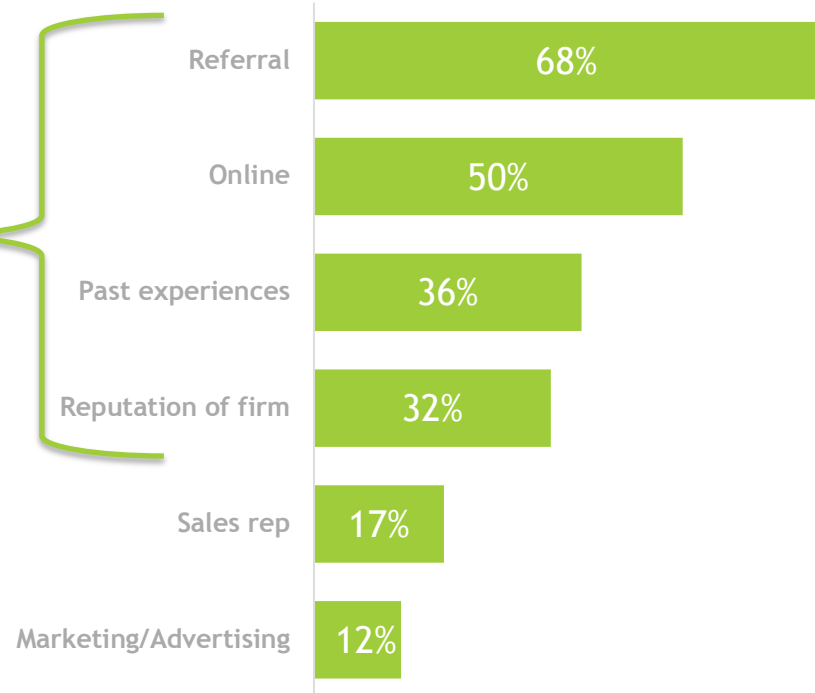
# Service reputation drives client behavior in staffing

% OF STAFFING FIRMS WHO SAY THEY  
DIFFERENTIATE ON SERVICE

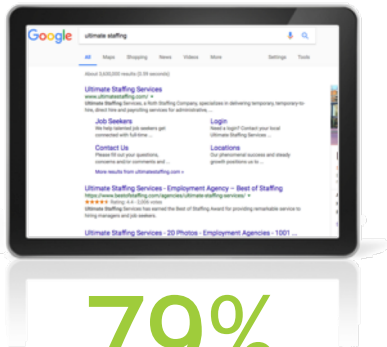


Influenced  
by  
Service  
Reputation

RESOURCES CLIENTS USE TO FIND STAFFING  
FIRMS

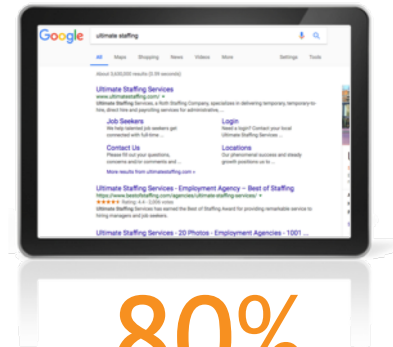


# And staffing firms struggle with how they are perceived



79%

of staffing firms believe it's important to have a strong online reputation.



80%

of staffing firms believe their online ratings/reviews are not 'very accurate.'



# Prospects want high scores AND many reviews

% of clients selected...

15%



30%

55%

**QRS Staffing, Inc.**

[www.qrsstaffinginc.com](http://www.qrsstaffinginc.com)

Portland-based staffing firm offering unparalleled service.

**XYZ Staffing, Inc.**

[www.xyzstaffinginc.com](http://www.xyzstaffinginc.com)

★★★★★ Rating: 4.8 - 11 reviews

Portland-based staffing firm offering best-in-class service.

**TUV Staffing, Inc.**

[www.tuvstaffinginc.com](http://www.tuvstaffinginc.com)

★★★★★ Rating: 4.6 - 67 reviews

Portland-based staffing firm offering world-class service.

16%

% of candidates selected...

32%

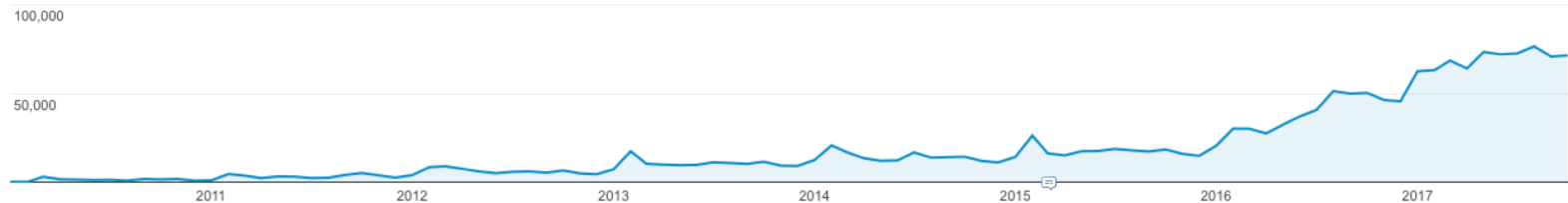
52%



# How Inavero Drives Online Engagement

# Google loves reviews, ratings & trusted sites

Visitors to BestofStaffing.com



## Client case study, 'A' & 'B'

BestOfStaffing.com profile pages visited from Google search:

- 16,364 to staffing firm 'A' branded profile pages (mid 2015-2017)
- 8,498 to staffing firm 'B' profile pages (mid 2015-2017)

BestOfStaffing.com profile pages link hiring managers and job seekers directly to firm websites:

- 7,422 to staffing firm 'A' branded websites (mid 2015-2017)
- 4,234 to staffing firm 'B' website (mid 2015-2017)

## Top search terms in last 28 days

	Queries	Clicks ▼	Impressions
1	employment agencies <a href="#">↗</a>	736	23,735 >>
2	staffing agencies <a href="#">↗</a>	507	27,024 >>
3	staffing agency <a href="#">↗</a>	365	15,737 >>
4	the resource <a href="#">↗</a>	319	3,113 >>
5	job agencies <a href="#">↗</a>	251	7,811 >>
6	staffing <a href="#">↗</a>	212	24,112 >>
7	temp agencies near me <a href="#">↗</a>	191	17,314 >>
8	employment agencies near me <a href="#">↗</a>	186	8,398 >>
9	employment agency <a href="#">↗</a>	175	9,949 >>
10	best staffing agencies <a href="#">↗</a>	132	810 >>



# Best of Staffing® wins searches in key markets

Google search results for "staffing firms in atlanta". The search shows approximately 555,000 results in 0.70 seconds. The top results include Portland Staffing Expert, Scion Staffing, and Robert Half Staffing. A map of Atlanta shows several locations marked with red pins. Below the map, a list of three agencies is shown: Hire Dynamics, Creative Circle, and Parker + Lynch. At the bottom, a highlighted box contains the text: "The BEST Employment Agencies near Atlanta - Best of Staffing https://www.bestofstaffing.com/for-job-seekers/agencies-by-city/atlanta-ga/ Search the Best of Staffing online directory of the BEST Employment Agencies in Atlanta, as chosen by thousands of job seeker online reviews. Atlanta Staffing Agencies & Professional Recruiters | Robert Half".

Google search results for "staffing firms in new york". The search shows approximately 1,250,000 results in 0.84 seconds. The top results include Scion Staffing, Inc., Robert Half Staffing, and The ExecuSearch Group. A map of New York City shows several locations marked with red pins. Below the map, a list of three agencies is shown: Core Staffing Services Inc, Larkin Employment Agency, and Access Staffing. At the bottom, a highlighted box contains the text: "The BEST Staffing Agencies near New York - Best of Staffing https://www.bestofstaffing.com/for-hiring-managers/agencies-by-new-york-ny/ Search the Best of Staffing online directory of the BEST Staffing Agencies in New York, as chosen by thousands of hiring manager online reviews."

Google search results for "employment agencies in chicago". The search shows approximately 20,000,000 results in 0.69 seconds. The top results include Employment Staffing | Professional Staffing Solution | roberthalf.com, IT Staffing Solutions, and Financial Staffing Agency. A map of Chicago shows several locations marked with red pins. Below the map, a list of three agencies is shown: City Staffing, The Chicago Hire Company, and The Larko Group. At the bottom, a highlighted box contains the text: "The BEST Employment Agencies near Chicago - Best of Staffing https://www.bestofstaffing.com/for-job-seekers/agencies-by-city/chicago-il/ Search the Best of Staffing online directory of the BEST Employment Agencies in Chicago, as chosen by thousands of job seeker online reviews."

# Comparison on search

**BEST of Staffing**  
powered by inavero

A directory of the top employment agencies that have been awarded for superior service quality, as identified by 1,421,917 verified reviews and counting.

for Companies | for Job Seekers | Best of Staffing Awards | About This Site | for Staffing Agencies

Best Staffing Agencies by Industry | Best Staffing Agencies by City | Resources

Home > For Companies > Find Staffing Agencies

## The BEST Staffing Agencies near Cleveland

On the lookout for Cleveland's top talent? Here are the best local staffing agencies Cleveland, Ohio has to offer.

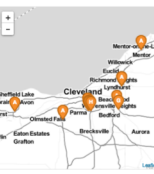
List of Agencies

This list has been sorted by best match for you. Want to know how?

- Nesco Resource**  
★★★★★  
7 Locations serving this area
- Aerotek**  
★★★★★  
1990 West Creek Road, Suite 100  
Independence, OH 44131
- Alliance Managed Accounts**  
★★★★★  
4300 Rockside Road, Suite 200  
Independence, OH 44131
- Alliance Search Solutions**  
★★★★★  
4300 Rockside Road, Suite 200  
Independence, OH 44131
- Randstad Technologies**  
★★★★★  
4300 Oak Tree Boulevard, Suite 100  
Independence, OH 44131
- TEKsystems**  
★★★★★  
4311 Rockside Road Suite 300  
Independence, OH 44131

**How Do Staffing Agencies Earn the Best of Staffing Award?**

Inavero's Best of Staffing Award is earned for providing superior service to their clients based completely on ratings provided by hiring professionals.



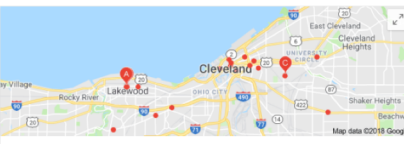
Staffing firms cleveland ohio

All | Maps | News | Images | Shopping | More | Settings | Tools

About 3,000,000 results (0.82 seconds)

**Hire Staff - IT & Creative Staffing - scionstaffing.com**  
(US) www.scionstaffing.com/  
Temporary Staffing, Contingent Search Services And Retained Executive Search.  
Contact Us | About Us  
Search Jobs

**Robert Half® Cleveland - Professional Staffing Solution - roberthalf.com**  
(US) www.roberthalf.com/Cleveland/Staffing  
The Leading Staffing Agency Since 1948. Call Robert Half® Today.  
Simply Your Hiring. 9 of 10 Would Recommend - Find Top Professionals - Browse Candidates 24/7  
Services: Accounting Staffing, Finance Staffing, Technology Staffing, Administrative Staffing, Creative S...  
Legal Staffing Solutions - Financial Staffing Agency - IT Staffing Solutions - Administrative Staffing



**A Area Temps**  
Temp Agency  
Cleveland, OH (216) 227-8200  
Open until 5:00 PM  
WEBSITE DIRECTIONS

**B Integrity Staffing Services**  
Temp Agency  
Cleveland, OH (216) 227-3700  
Open until 5:00 PM  
WEBSITE DIRECTIONS

**C Employment Connection**  
Employment Agency  
Cleveland, OH (216) 391-5847  
WEBSITE DIRECTIONS

More places

**The BEST Staffing Agencies near Cleveland - Best of Staffing**  
https://www.bestofstaffing.com/for-hiring-managers/agencies-by-city/cleveland-oh/  
The BEST Staffing Agencies near Cleveland. On the lookout for Cleveland's top talent? Here are the best local staffing agencies Cleveland, Ohio has to offer. - Leaflet. How Do Staffing Agencies Earn the Best of Staffing Award? Inavero's Best of Staffing Award is earned for providing superior service to their clients based...

**The Best 10 Employment Agencies in Cleveland, OH - Last Updated ...**  
https://www.yelp.com/Cleveland,OH/ProfessionalServices/EmploymentAgencies  
Best Employment Agencies in Cleveland, OH - Robert Half Management Resources, Towards Employment, The Creative Group, Office Team, Certified Staffing Solutions, Realtime Impressions, Amotec, Special Counsel, Elite Personnel Agency, A-1 Healthcare...

**Cleveland Staffing Agencies & Professional Recruiters | Robert Half**  
https://www.roberthalf.com/oh-cleveland-akron  
A leader among professional staffing agencies in the Greater Cleveland area, Robert Half has offices conveniently located in Cleveland, Beachwood, North Olmsted, Akron and Canton to assist with all... Our online service allows you to search 24/7 for the Northeast Ohio-area job candidates who match your requirements.

**Ajilon Staffing Agencies in Cleveland, OH - Independence Jobs**  
https://www.ajilon.com/locations/ohio/cleveland/  
Ajilon is the leader among staffing agencies in Cleveland, OH. Our staffing and employment agency has recruiting experts ready to help you find your dream job in Cleveland. Submit your resume online today!

Find local, cheap driver, more

New Cleveland, OH

Restaurants | Nightlife | Home Services | Write a Review | Events | Tab | Log In

## The Best 10 Employment Agencies in Cleveland, OH

Cleveland, OH > Professional Services > Employment Agencies

Showing 1-10 of 468

Open Now

1. **Express Employment Professionals**  
Career Counseling, Employment Agencies  
88 S Miller Rd  
Akron, OH 44333  
(330) 835-1298  
You can request a quote from this business. Request a Quote

2. **John T. Ahern, CPA**  
Payroll Services, Tax Services, Accountants  
782 Elmwood Rd  
Rocky River, OH 44116  
(216) 404-0548  
You can request a quote from this business. Request a Quote

3. **Robert Half Management Resources**  
Civic Center  
1300 E 9th St  
Cleveland, OH 44114  
(216) 521-1122  
When it comes to finding a staffing firm that cares for their employees and whose primary goal is your success, Robert Half is without question Number 1. I moved to the Cleveland... need more

4. **Towards Employment**  
Employment Agencies  
Playhouse Square  
1296 Euclid Ave  
Cleveland, OH 44115  
(216) 696-0750  
I went down there after filling out my app online. I was really surprised by the staff. Not too exceptional but, oh how to explain it. The greeter really didn't have her speech... need more

5. **The Creative Group**  
Employment Agencies  
Civic Center  
1300 E 9th St  
Cleveland, OH 44114  
(216) 696-4156  
I feel so lucky to have stumbled upon The Creative Group in Cleveland four years ago. As a recent graduate with a Creative Writing degree, I was desperately seeking work in this... need more

6. **OfficeTeam**  
Employment Agencies  
Civic Center  
1300 E 9th St  
Cleveland, OH 44114  
(216) 771-6366

7. **Robert Half® Cleveland - Professional Staffing Solution**  
The Leading Staffing Agency Since 1948. Call Robert Half® Today.  
Simply Your Hiring. Hiring Made Easy.  
Services: Accounting Staffing, Finance Staffing, IT Staffing Solutions, Legal Staffing Solutions, Financial Staffing Agency, Administrative Staffing

# How Inavero Drives Marketing Efforts

# What most firms look like

Needs to increase

Internal employees and placed talent reviews

Google

manpower group

All News Maps Images Books More Settings Tools

About 693,000 results (0.68 seconds)

**ManpowerGroup Global**  
<https://www.manpowergroup.com/> ▼  
ManpowerGroup helps 400000+ clients succeed through our innovative workforce solutions. With expertise in staffing, recruitment, assessment and workforce ...

**Job Opportunities**  
Are you looking for a new job, seeking career advice, or ...

**Contact Us**  
If you are in the United States, you can also contact us at 800-561 ...

**About**  
Sustainability - Jonas Prising - History - ...

**ManpowerGroup Solutions**  
Manpower's staffing solutions provide your organization with ...

[More results from manpowergroup.com »](#)

**ManpowerGroup US**  
<https://www.manpowergroup.us/> ▼  
ManpowerGroup is a world leader in innovative workforce solutions. Every day, we connect more than 600,000 people to meaningful work across a wide range ...

**ManpowerGroup - Wikipedia**  
<https://en.wikipedia.org/wiki/ManpowerGroup> ▼  
ManpowerGroup is a Fortune 500 American multinational corporation headquartered in Milwaukee, Wisconsin. Founded in 1948 by Elmer Winter and Aaron ...

Number of locations: 2700 offices in 80 countries... Net income: US\$545 million (2017)  
Founders: Aaron Scheinfeld; Elmer Winter Total assets: US\$8.884 billion (2017)

[History](#) · [Subsidiaries](#)

**ManpowerGroup: Workforce Solutions, Staffing Employment Agency ...**  
<https://www.manpower.com/wps/wcm/connect/manpowergroup-en/home> ▼  
ManpowerGroup helps 400000+ clients succeed through our innovative workforce solutions. With expertise in staffing, recruitment, assessment and workforce ...

**ManpowerGroup Reviews | Glassdoor**  
<https://www.glassdoor.com/Reviews/ManpowerGroup-Reviews-E582741.htm> ▼  
★★★★★ Rating: 3.5 - 425 reviews  
425 ManpowerGroup reviews. A free inside look at company reviews and salaries posted anonymously by employees.

**ManpowerGroup | LinkedIn**  
<https://www.linkedin.com/company/manpowergroup> ▼  
Learn about working at ManpowerGroup. Join LinkedIn today for free. See who you know at ManpowerGroup, leverage your professional network, and get hired.

**ManpowerGroup (@ManpowerGroup) | Twitter**  
<https://twitter.com/manpowergroup?lang=en> ▼

**ManpowerGroup Corporation**

[manpowergroup.com](#)

ManpowerGroup is a Fortune 500 American multinational corporation headquartered in Milwaukee, Wisconsin. [Wikipedia](#)

**Stock price:** MAN (NYSE) \$95.67 -0.31 (-0.32%)  
May 9, 4:02 PM EDT - Disclaimer

**Headquarters:** Milwaukee, WI

**Technical support:** 1 (866) 271-5145

**CEO:** Jonas Prising (May 1, 2014-)

**Subsidiaries:** [Experis AS](#), [MORE](#)

**Profiles**

[LinkedIn](#) [Facebook](#) [YouTube](#) [Twitter](#) [Pinterest](#)

**People also search for** [View 5+ more](#)

[Adecco](#) [randstad](#) [KELLY SERVICES](#) [Experis](#) [ManpowerGroup](#) [Experis AS](#) [PeopleRe...](#)

[The Adecco Group](#) [Randstad Holding](#) [Kelly Services](#)

[More about ManpowerGroup](#)

[Disclaimer](#) [Feedback](#)

**See results about**

**Manpower (Employment agency in Tigard, Oregon)**  
10260 SW Greenburg Rd #160, Portland, OR 97223  
2.1 ★★★★★ 7 reviews

**Manpower**

# Inavero's Best of Staffing can help...

... by translating ratings + testimonials to online search results.



## Nesco Resource - Employment Agency – Best of Staffing

<https://www.bestofstaffing.com/agencies/nesco-resource/>

★★★★★ Rating: 4.6 - 1,166 votes

Nesco Resource has earned the Best of Staffing Award for providing remarkable service to hiring managers and job seekers.

Google search results for "nesco resource cleveland ohio". The results show a map of Cleveland, Ohio, with three locations marked: A Nesco Resource - Cleveland Tech, OH; B Nesco Resource - Middleburg Heights, OH; and C Nesco Resource - Bedford Heights, OH. Below the map, there is a section for "Careers at Nesco Resource | Home" with links to the company website and a list of locations. The "Locations" section lists 100 locations throughout the United States. The "Search Jobs" section encourages users to search and apply for jobs at Nesco Resource. The "About Us" section states that Nesco Resource is a national firm offering services in staffing, direct hire, and a host of other staffing and recruiting solutions. The "History" section mentions that in 1956, the company was founded in Cleveland, Ohio. The "Contact Us" section provides a link to the company website. The "Nesco Resource Reviews | Glassdoor" section shows a link to the company's reviews on Glassdoor. The "Nesco Resource - Employment Agency – Best of Staffing" section shows a link to the company's profile on Best of Staffing. The "Nesco Resource 6140 Parkland Blvd Cleveland, OH Employment ..." section shows a link to the company's profile on Mapquest.

Nesco Resource website screenshot. The website features a navigation bar with links for Companies, Job Seekers, Best of Staffing Awards, About Us, and Job Staffing Agencies. The main content area includes a "Nesco Resource" section with a "Get In Touch" button and a "Testimonials" section. The "Testimonials" section displays several quotes from clients and job seekers. The "Locations" section lists various office locations across the United States. The "2017 Best of Staffing Awards" section highlights the company's achievements, including the "BEST Staffing Talent" award and the "BEST Staffing Client" award.

# Inavero's Best of Staffing can help...

... by qualifying placed talent and client reviews.

A directory of the top employment agencies that have been awarded for superior service quality, as identified by 1,421,917 verified reviews and counting.

[for Companies](#)
[for Job Seekers](#)
[Best of Staffing Awards](#)
[About This Site](#)
[for Staffing Agencies](#)

[Home](#)
[Best of Staffing Winners](#)
[Nesco Resource](#)

## Nesco Resource of Mayfield Heights, OH

a branch of Nesco Resource

Nesco Resource earned the Best of Staffing® Award for providing remarkable service quality. Fewer than 2% of all staffing agencies in the U.S. and Canada earned the 2017 Best of Staffing Award for service excellence. Best of Staffing winners truly stand out for exceeding expectations and this award identifies the staffing industry's elite leaders in service quality.

**Job Seeker Rating**  

4.4 based on 1446 reviews

**Client Rating**  

4.3 based on 390 reviews

**Previous Best of Staffing Awards**  
 A list of all Best of Staffing awards earned by Nesco Resource are below.

	Talent	Client	Diamond Talent	Diamond Client
2017	✓	✓	✓	✓
2016	✓	✓	✓	✓
2015	✓	✓		
2014	✓	✓		
2013	✓	✓		
2012	✓	✓		

Learn more about the [Best of Staffing Awards](#)

**Get In Touch**  
**Nesco Resource of Mayfield Heights, OH**  
 6140 Parkland Blvd  
 Mayfield Heights, OH 44124  
[Visit Their Website](#)

This location does NOT accept visitors without an appointment. Please contact Nesco Resource before visiting this location.

**Testimonials**  
[from Job Seekers](#)
[from Companies](#)

"I love my job. Would strongly recommend to someone looking for employment."

— A Job Seeker on June 14, 2017

"I am very happy with my assignment and Nesco is a pleasure to work with a company that cares."

— A Job Seeker on June 14, 2017

"Nesco Resource company would provide any information or situation that needed to be handle so I'll give this company a 10 plus!"

— A Job Seeker on June 13, 2017

"Account Representatives were helpful in finding me a position that met my skills after I had a difficult time finding a job after relocation"

— A Job Seeker on June 13, 2017

"I have worked with most of the agencies in town and Nesco, by far, has the friendliest, most respectful, and most knowledgeable representatives! I will never wa [...]"

— A Job Seeker on June 13, 2017

Previous

Showing 1 - 5 of 2446

Next

**Areas of Expertise**

- IT & Engineering
  - Architecture
  - Design - User Experience
  - Engineering
  - Information Technology
  - QA - Quality Control
  - Telecommunications
  - Web, Mobile & Software Development
- Industrial
  - Distribution - Shipping
  - Facilities
  - General Labor
  - Installation, Maintenance or Repair
  - Inventory
  - Manufacturing
  - Skilled Labor - Trades
  - Supply Chain
  - Transportation
  - Warehouse
- Office, Retail & Hospitality
  - Admin-Clerical

From Job Seekers

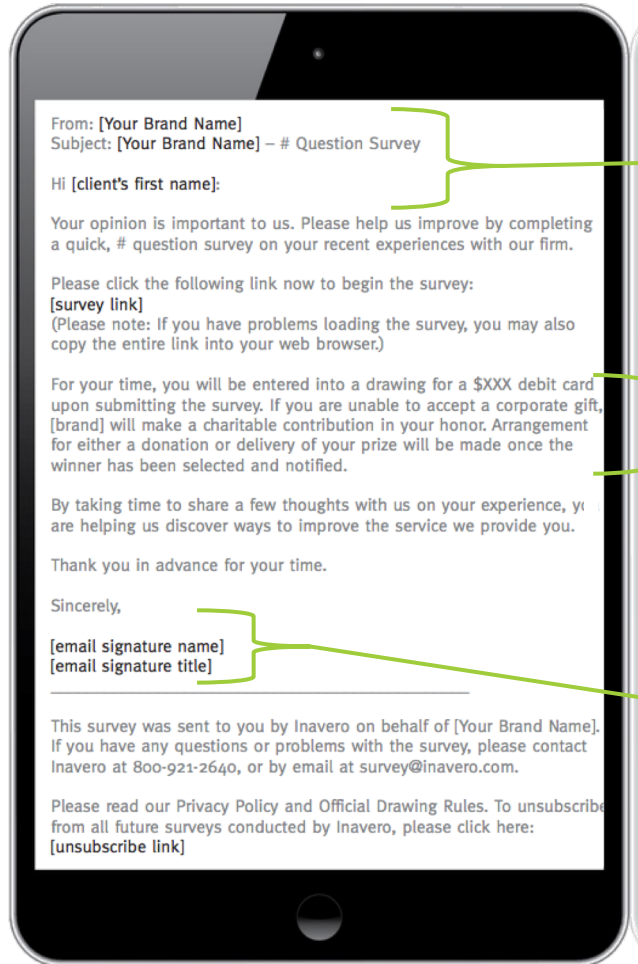
From Clients

From Job Seekers

From Companies

# How Inavero Drives Operations & Training

# Inavero survey invitations get clients to respond



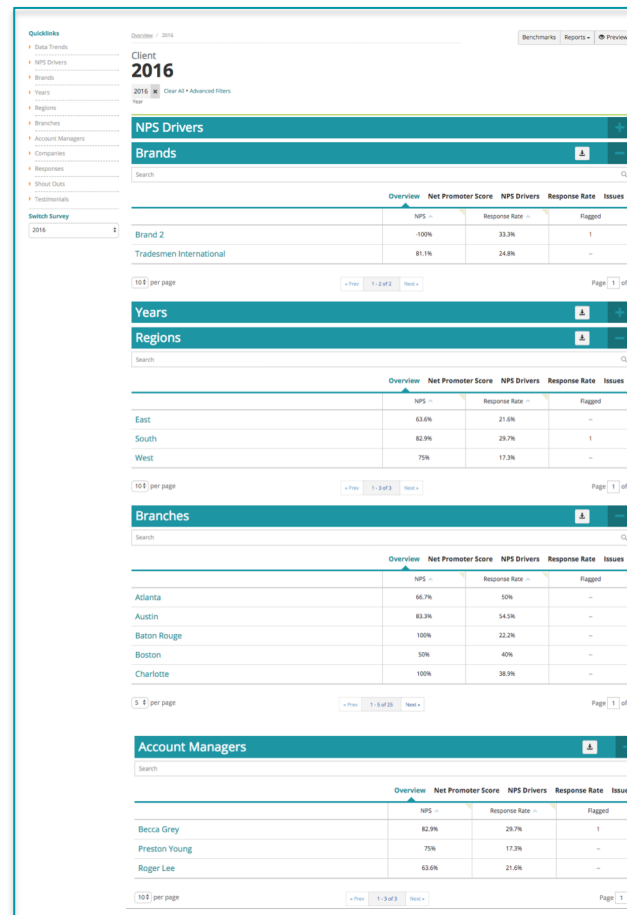
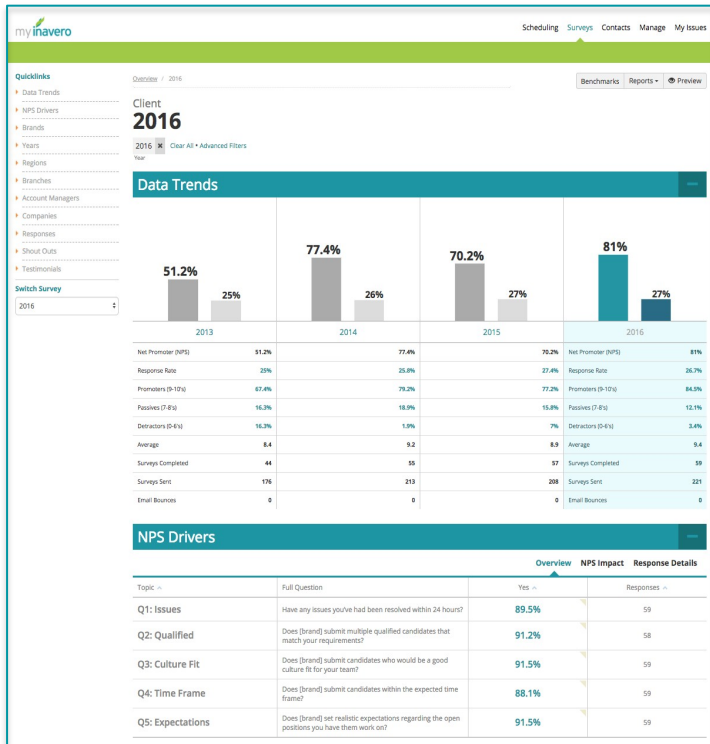
Personalization and ensuring clients of the brevity of the survey are key to Inavero's high response rates.

Our recommendation is to include an incentive for those who submit a survey

You can include up to 2 signatures. Best practice is to include whoever owns that relationship or someone recognizable outside the firm (CEO, etc.)



# Inavero can help...



Measure service quality by  
region, location, area  
manager, account manager,  
service...



# Inavero can help...

Companies						
Responses						
Search Responses						
NPS	Respondent	Response	Comment Question	Date	Flagged	Trend
10	Samson Lincoln 192 Company	I was really stuck for staff at Sam on a Monday morning and Facecenter really came through from me.		Nov 6, 2017		
10	Maria Bush 382 Company	Always a quick and efficient solution to my staffing hurdles.		Aug 25, 2017		
10	Kay Garfield 897 Company	A super provider...		Aug 7, 2017		
3	Samson Garfield 886 Company	The quality of candidates recently provided has significantly dropped.		Aug 2, 2017	Escalate	
10	Rudolfo Roosevelt 889 Company	Timely response and availability to meet our needs.		May 23, 2016		
5 per page    < Prev    1 - 5 of 59    Next >    Page 1 of 12						
Shout Outs						
Testimonials						

Identify + address  
service issues.

### Issue Updated

Zita Flaherty added the note "take care of this issue".

Take action on this issue:

[Reassign](#) | [Resolution in Progress](#) | [Can't Resolve](#) | [Not an Issue](#) | [Resolved](#) | [Escalate](#)

---

#### Samson Garfield

No Change

**Reporting Units:**

Brand: Zita's Staffing  
Region: East  
Branch: Boston  
Account Manager: Roger Lee

**Email:** [testemail9394@testemail.com](mailto:testemail9394@testemail.com)

**Phone:** [503-555-5555](tel:503-555-5555)

**Company:** 006 Company

**Tags:** Year: 2016

**Survey Type:** Client

---

Based on your most recent experience, how likely would you be to recommend Zita's Staffing to a friend or colleague?

3

Have any issues you've had been resolved within 24 hours?

No

Does Zita's Staffing submit multiple qualified candidates that match your requirements?

No

Does Zita's Staffing submit candidates who would be a good culture fit for your team?

No

Does Zita's Staffing submit candidates within the expected time frame?

No

Does Zita's Staffing set realistic expectations regarding the open positions you have them work on?

No

What is the primary reason behind the ratings you provided?

The quality of candidates recently provided has significantly dropped.

What, if anything could Zita's Staffing do differently to increase the value you receive from them?

Please look back at the job description and make sure they have the skills and experience to match!

#### SET ISSUE STATUS

Resolution in Progress

---

#### ASSIGN ISSUE

Select a user

---

#### ADD ISSUE FOLLOWERS (RECEIVE EMAIL UPDATES)

Type in some notes... (required)

Status updated by Eric Gregg

Update Issue

# Inavero can help...

Reports can be downloaded for any information that is segmented, such as 'Location', 'Brand', 'Recruiter', or 'Client'. The following is an example of a recruiter's report (downloads in PDF).

SURVEY RESULTS OVERVIEW FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

## How You Compare

	YOU	COMPANY OVERALL	STAFFING INDUSTRY AVERAGE	BEST OF STAFFING AVERAGE
Net Promoter Score (NPS)	88.9%	83.6%	9.0%	68.0%
Response Rate	30.5%	25.3%	--	33.0%
Promoters (9-10's)	91.7%	85.5%	32.0%	73.0%
Passives (7-8's)	5.6%	12.7%	46.0%	22.0%
Detractors (0-6's)	2.8%	1.8%	23.0%	5.0%
Average	9.7	9.5	7.5	9.0
Surveys Completed	36	56	--	--
Surveys Sent	118	221		

NPS DRIVERS FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

## NPS Drivers

Identify areas of your service that are impacting satisfaction and driving your Net Promoter Score.

Your NPS **88.9%** Overall **83.6%**

		% YES	% NO	RESPONSES
Issues	YOUR RESULTS	94.3%	5.7%	36
Have any issues you've had been resolved within 24 hours?	OVERALL	90.7%	9.3%	56
Qualified	YOUR RESULTS	94.4%	5.6%	36
Does [brand] submit multiple qualified candidates that match your requirements?	OVERALL	92.6%	7.4%	55
Culture Fit	YOUR RESULTS	97.2%	2.8%	36
Does [brand] submit candidates who would be a good culture fit for your team?	OVERALL	92.9%	7.1%	56
Time Frame	YOUR RESULTS	91.7%	8.3%	36
Does [brand] submit candidates within the expected time frame?	OVERALL	89.3%	10.7%	56
Expectations	YOUR RESULTS	94.4%	5.6%	36
Does [brand] set realistic expectations regarding the open positions you have them work on?	OVERALL	92.9%	7.1%	56

NPS DRIVERS FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

## NPS Impact

Identify areas of your service that are impacting satisfaction and driving your Net Promoter Score.

Your NPS **88.9%** Overall **83.6%**

		NPS IF 'YES'	NPS IF 'NO'
Issues	YOUR RESULTS	97%	--*
Have any issues you've had been resolved within 24 hours?	OVERALL	87.8%	25%
Qualified	YOUR RESULTS	94.1%	--*
Does [brand] submit multiple qualified candidates that match your requirements?	OVERALL	85.7%	--*
Culture Fit	YOUR RESULTS	88.6%	--*
Does [brand] submit candidates who would be a good culture fit for your team?	OVERALL	82.4%	--*
Time Frame	YOUR RESULTS	93.9%	--*
Does [brand] submit candidates within the expected time frame?	OVERALL	87.8%	50%
Expectations	YOUR RESULTS	94.1%	--*
Does [brand] set realistic expectations regarding the open positions you have them work on?	OVERALL	86.3%	--*

# MyInavero Live Demo

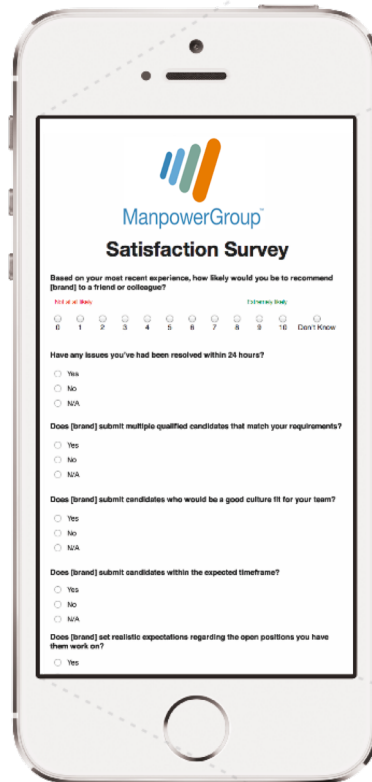
Client + Talent Staffing Surveys

# Questions?

# Appendix


Talent Engagement survey  
questions and MyInavero dashboard  
screenshots

# NPS Survey: EXAMPLE



Net  
Promoter  
Score (NPS)  
question

NPS Driver  
Questions

  
**ManpowerGroup™**  
**Satisfaction Survey**

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have any issues you've had been resolved within 24 hours?

☐ Yes  
☐ No  
☐ N/A

Does [brand] submit multiple qualified candidates that match your requirements?

☐ Yes  
☐ No  
☐ N/A

Does [brand] submit candidates who would be a good culture fit for your team?

☐ Yes  
☐ No  
☐ N/A

Does [brand] submit candidates within the expected timeframe?

☐ Yes  
☐ No  
☐ N/A

Does [brand] set realistic expectations regarding the open positions you have them work on?

☐ Yes  
☐ No  
☐ N/A

What is the primary reason behind the rating you provided?

What, if anything could [brand] do differently to increase the value you receive working with them?

Submit Survey

# NPS Survey:

## STANDARD CLIENT SURVEY QUESTIONS



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a client's level of loyalty to your firm. This metric determines if you earn the Best of Staffing award.

After a decade of client satisfaction research for professional service firms, Inavero has identified these 5 key drivers of client satisfaction.



ManpowerGroup™

### Satisfaction Survey

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have any issues you've had been resolved within 24 hours?

- ☐ Yes  
☐ No  
☐ N/A

Does [brand] submit multiple qualified candidates that match your requirements?

- ☐ Yes  
☐ No  
☐ N/A

Does [brand] submit candidates who would be a good culture fit for your team?

- ☐ Yes  
☐ No  
☐ N/A

Does [brand] submit candidates within the expected timeframe?

- ☐ Yes  
☐ No  
☐ N/A

Does [brand] set realistic expectations regarding the open positions you have them work on?

- ☐ Yes  
☐ No  
☐ N/A

What is the primary reason behind the rating you provided?

What, if anything could [brand] do differently to increase the value you receive working with them?

Submit Survey



# NPS Survey:

## STANDARD TALENT SURVEY QUESTIONS



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a talent's level of loyalty to your firm. This metric determines if you earn the Best of Staffing award.

After a decade of satisfaction research for professional service firms, Inavero has identified these 4 key drivers of talent satisfaction.



ManpowerGroup™

### Satisfaction Survey

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have issues you've had been resolved in a timely manner?

- ☐ Yes
- ☐ No
- ☐ N/A

Have all your calls and emails received a response from [brand] within 24 hours?

- ☐ Yes
- ☐ No
- ☐ N/A

Was your current or most recent position accurately described to you prior to starting?

- ☐ Yes
- ☐ No
- ☐ N/A

Were you treated well by the organization with which you were placed on your current or most recent assignment?

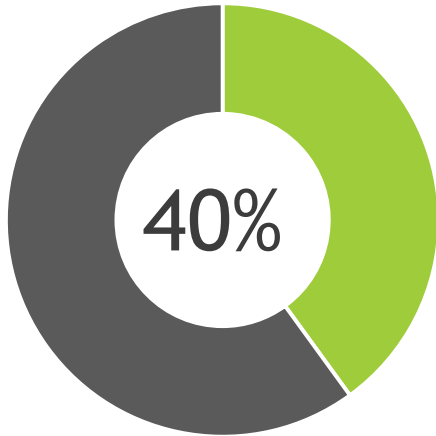
- ☐ Yes
- ☐ No
- ☐ N/A

What is the primary reason behind the rating you provided?

What, if anything could [brand] do differently to increase the value you receive working with them?

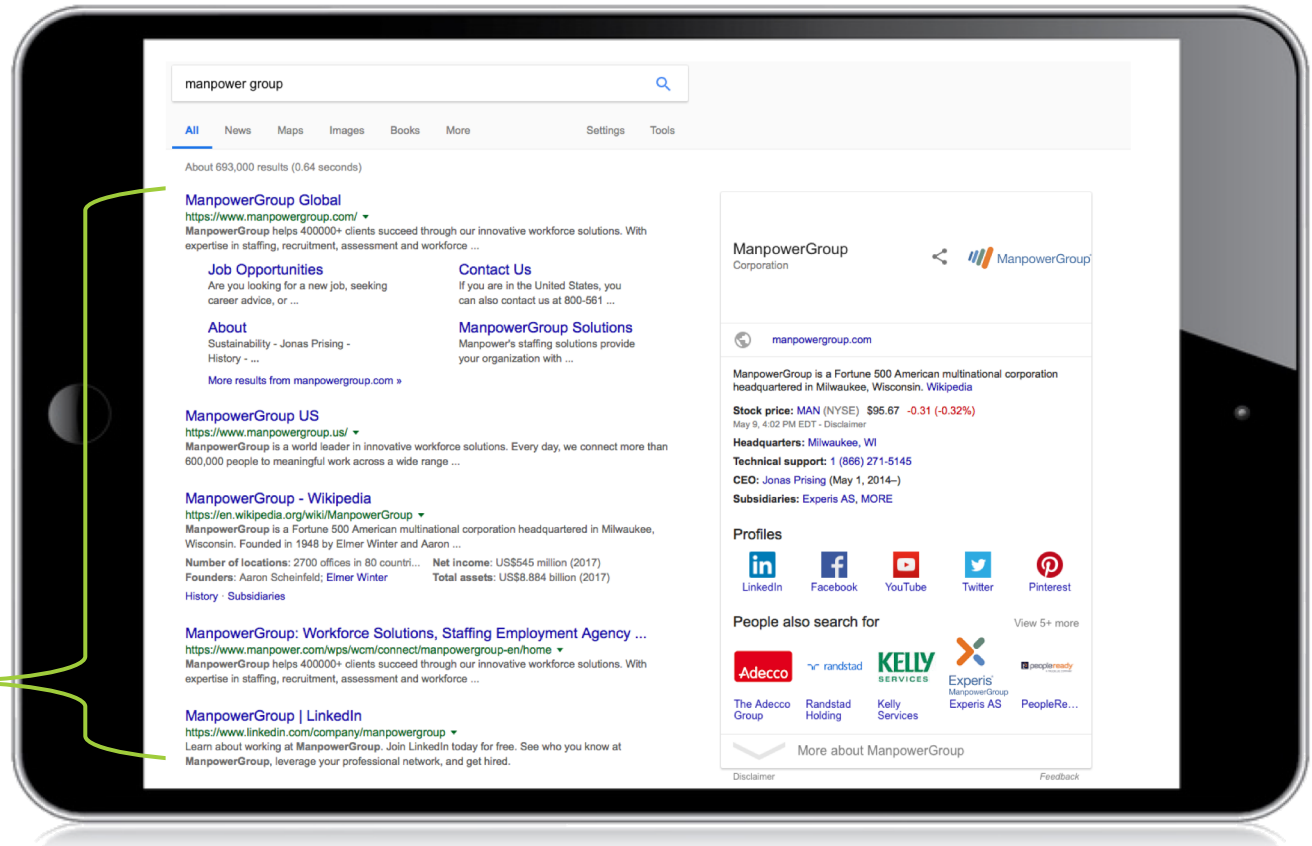
Submit Survey

# Inavero's program powers your service differentiation



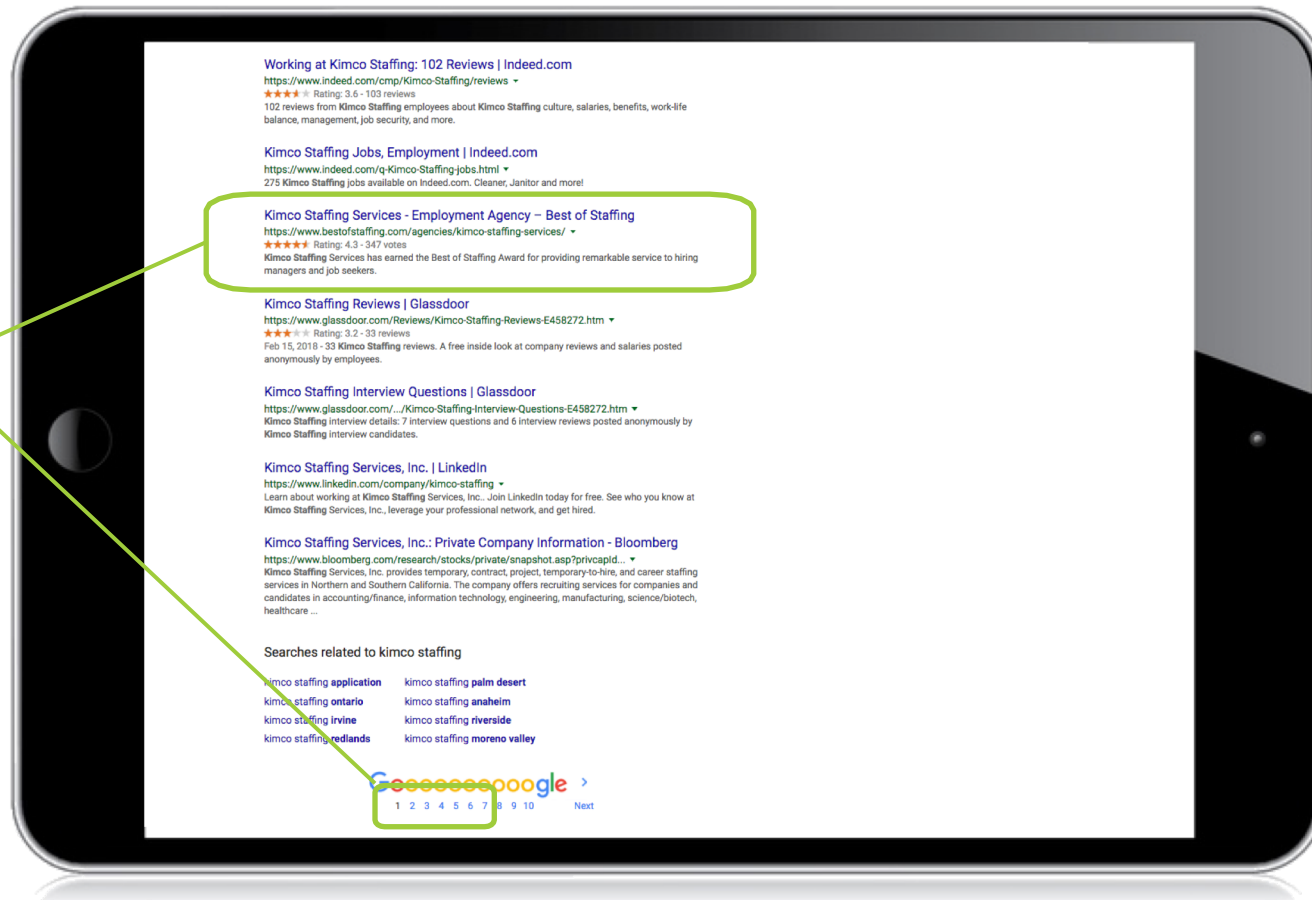
Of prospective clients' time vetting firms is spent online

Minimal client satisfaction ratings display for your firm, missing an opportunity to reinforce commitment to service.



# Inavero scores enhance search results for top firms

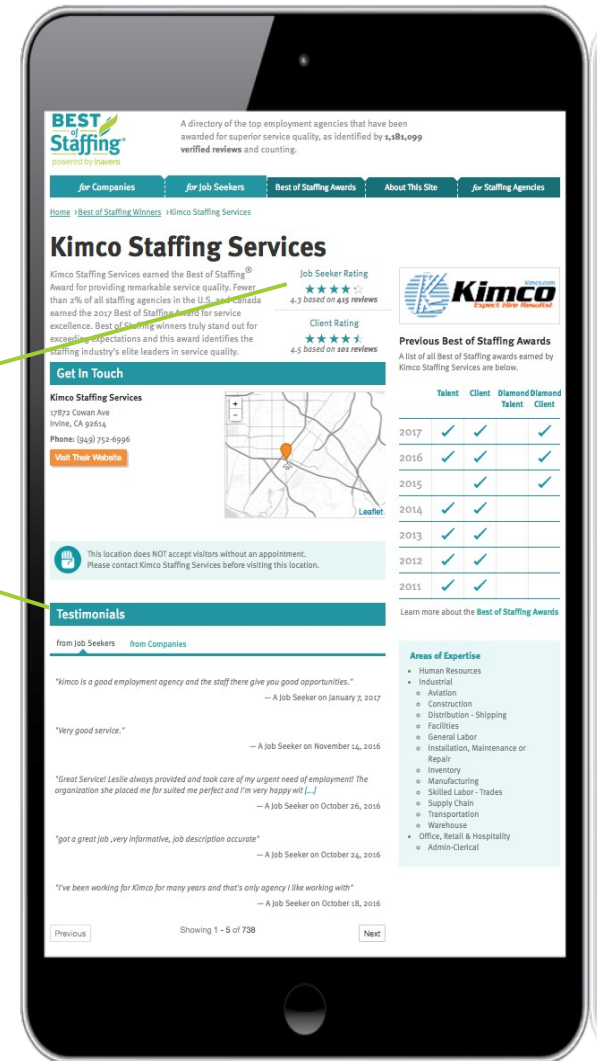
Inavero helps staffing firms increase trust with prospective buyers and reinforces the service ethos.



# And provides credible evidence of service quality

Star ratings and testimonials provide context and additional proof of service excellence.

Top service providers earn Best of Staffing credentials to help them stand out from competitors.



# Detailed Survey Methodology

Client + Talent Staffing Surveys

# Study Objectives & Suggested Methodology

## OBJECTIVES

1. Survey Manpower clients and placed talent using Inavero's methodology to create a valid comparison to other Inavero staffing firm NPS benchmarks (in aggregate).
2. Attain a valid benchmark of Manpower NPS scores compared to a subset of peer firms (similar in size, scope, etc.)

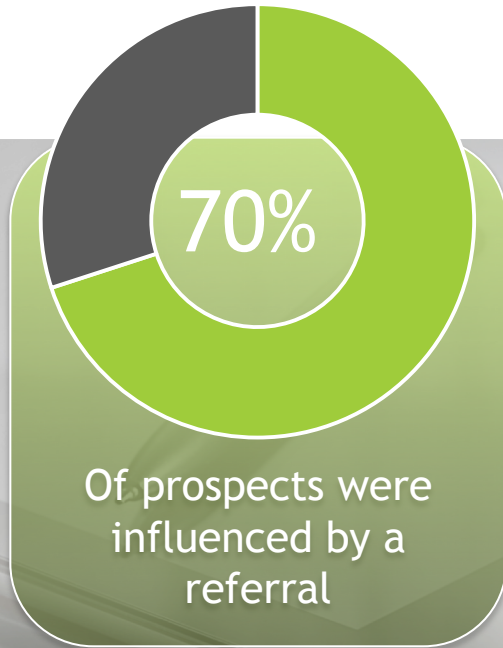
## PROPOSED METHODOLOGY

1. Inavero surveys Manpower clients and placed talent on a weekly, biweekly or monthly basis utilizing the Inavero standard methodology for staffing firms.
2. Detailed methodology contained in detail of proposal.
3. Inavero will provide Manpower with access to testimonials, shout outs, and segmented reporting by account manager, recruiter, branch and client.

## DELIVERABLES

1. 12 month access to MyInavero survey dashboard, including ability to download raw data and reports.
2. Executive summary report benchmarking Manpower data against 10 competitors of similar size.
  - a) NOTE: Competitor data will not be identifiable, but will rather be shared as "Competitor A", etc.
  - b) NOTE: Competitors will not be identified within the body of the report, but key criteria will be shared (revenue, scope, etc.)

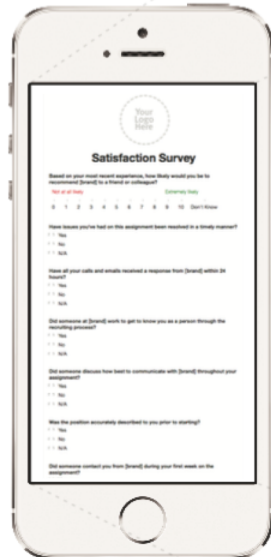
## The age of service transparency is upon us



# TRANSPARENCY

# Talent Engagement survey questions

## Onboarding Survey



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a talent's level of loyalty to your firm. This metric determines if you earn the Best of Staffing award.

After a decade of satisfaction research for staffing firms, Inavero has identified these 7 key drivers of talent satisfaction during onboarding.

**Satisfaction Survey**

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have issues you've had on this assignment been resolved in a timely manner?

☐ Yes  
☐ No  
☐ N/A

Have all your calls and emails received a response from [brand] within 24 hours?

☐ Yes  
☐ No  
☐ N/A

Did someone at [brand] work to get to know you as a person through the recruiting process?

☐ Yes  
☐ No  
☐ N/A

Did someone discuss how best to communicate with [brand] throughout your assignment?

☐ Yes  
☐ No  
☐ N/A

Was the position accurately described to you prior to starting?

☐ Yes  
☐ No  
☐ N/A

Did someone contact you from [brand] during your first week on the assignment?

☐ Yes  
☐ No  
☐ N/A

Have you been treated well so far by the organization with which you are placed on your current assignment?

☐ Yes  
☐ No  
☐ N/A

What is the primary reason behind the ratings you provided?

What, if anything, do you need from [brand] to ensure this assignment is successful for you?



# Talent Engagement survey questions

## Mid-Assignment Survey



This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a talent's level of loyalty to your firm. This metric determines if you earn the Best of Staffing award.

After a decade of satisfaction research for staffing firms, Inavero has identified these 5 key drivers of talent satisfaction during the middle of an assignment.

**Satisfaction Survey**

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Have issues you've had on this assignment been resolved in a timely manner?

☐ Yes ☐ No ☐ N/A

Have all your calls and emails received a response from [brand] within 24 hours?

☐ Yes ☐ No ☐ N/A

Has someone contacted you at least monthly throughout your assignment?

☐ Yes ☐ No ☐ N/A

Have any changes to your assignment been proactively communicated to you?

☐ Yes ☐ No ☐ N/A

Has someone from [brand] given you feedback or coaching on your performance on this assignment?

☐ Yes ☐ No ☐ N/A

What is the primary reason behind the ratings you provided?

What, if anything, could [brand] do differently to improve your experience with them in the future?

# Talent Engagement survey questions

## End of Assignment Survey

**Satisfaction Survey**

Based on your most recent experience, how likely would you be to recommend [brand] to a friend or colleague?

Not at all likely | Extremely likely

0 1 2 3 4 5 6 7 8 9 10 Don't Know

Were issues you had while on your assignment resolved in a timely manner?

☐ Yes  
☐ No  
☐ N/A

Have all your calls and emails received a response from [brand] within 24 hours?

☐ Yes  
☐ No  
☐ N/A

Did someone contact you at least monthly during your assignment?

☐ Yes  
☐ No  
☐ N/A

Did someone contact you prior to the end of your assignment to discuss your transition?

☐ Yes  
☐ No  
☐ N/A

Were you treated well by the organization with which you were placed on your most recent assignment?

☐ Yes  
☐ No  
☐ N/A

What is the primary reason behind the ratings you provided?

What, if anything, could [brand] do differently to improve your experience with them in the future?

This Net Promoter® Score (NPS) question is the globally recognized survey question that determines a talent's level of loyalty to your firm. This metric determines if you earn the Best of Staffing award.

After a decade of satisfaction research for staffing firms, Inavero has identified these 5 key drivers of talent satisfaction at the end of an assignment.

## Survey Resources

**Internal Survey Announcement**  
Communicate the plan to your team with this template.

**External Survey Announcement**  
A simple email script that you can send to your survey recipients prior to the survey launch.

**How to Update Bounced Email Addresses**  
Download and update your bounced email list.

**How to Handle Unhappy Clients**  
Best practices to use when following up with detractors, including 5 helpful tips.

**How to Get a Higher Response Rate**  
Sample scripts you can use when reaching out to non-responders.

**How to Download your Non-Response list**  
How to download your current non-response list.





**2-1-1 Follow Up Template**  
Email template we can send to everyone you asked to participate in the survey.

## Cris - Staffing Demo Summary

This is an overview of your satisfaction metrics across all surveys for Cris - Staffing Demo. You can view detailed metrics by clicking on a single survey below.

### Client

Historical Reports ▾

2016		NPS: <b>80.3%</b> RR: <b>28.1%</b>	<a href="#">View Results &gt;</a>
2015		NPS: <b>69.6%</b> RR: <b>26.9%</b>	<a href="#">View Results &gt;</a>
2014		NPS: <b>77.4%</b> RR: <b>25.8%</b>	<a href="#">View Results &gt;</a>
2013		NPS: <b>35.9%</b> RR: <b>22.7%</b>	<a href="#">View Results &gt;</a>





5 ▾ per page

« Prev 1 - 4 of 4 Next »

Page 1 of 1

### Talent

Historical Reports ▾

2016		NPS: <b>80%</b> RR: <b>20.9%</b>	<a href="#">View Results &gt;</a>
2015		NPS: <b>70.2%</b> RR: <b>27.4%</b>	<a href="#">View Results &gt;</a>
2014		NPS: <b>77.4%</b> RR: <b>18.8%</b>	<a href="#">View Results &gt;</a>
2013		NPS: <b>61.5%</b> RR: <b>15.2%</b>	<a href="#">View Results &gt;</a>





5 ▾ per page

« Prev 1 - 4 of 4 Next »

Page 1 of 1

### Talent Engagement

Historical Reports ▾

Q4 2016		NPS: <b>59.6%</b> RR: <b>24%</b>	<a href="#">View Results &gt;</a>
Q3 2016		NPS: <b>62.7%</b> RR: <b>23.5%</b>	<a href="#">View Results &gt;</a>
Q2 2016		NPS: <b>58.3%</b> RR: <b>24.5%</b>	<a href="#">View Results &gt;</a>
Q1 2016		NPS: <b>53.8%</b> RR: <b>28.2%</b>	<a href="#">View Results &gt;</a>

5 ▾ per page

« Prev 1 - 4 of 4 Next »

Page 1 of 1

# MyInavero - Survey Results, Overall



Scheduling Surveys Contacts Manage My Issues

## Quicklinks

- Data Trends
- NPS Drivers
- Brands
- Years
- Regions
- Branches
- Account Managers
- Companies
- Responses
- Shout Outs
- Testimonials

## Switch Survey

2016

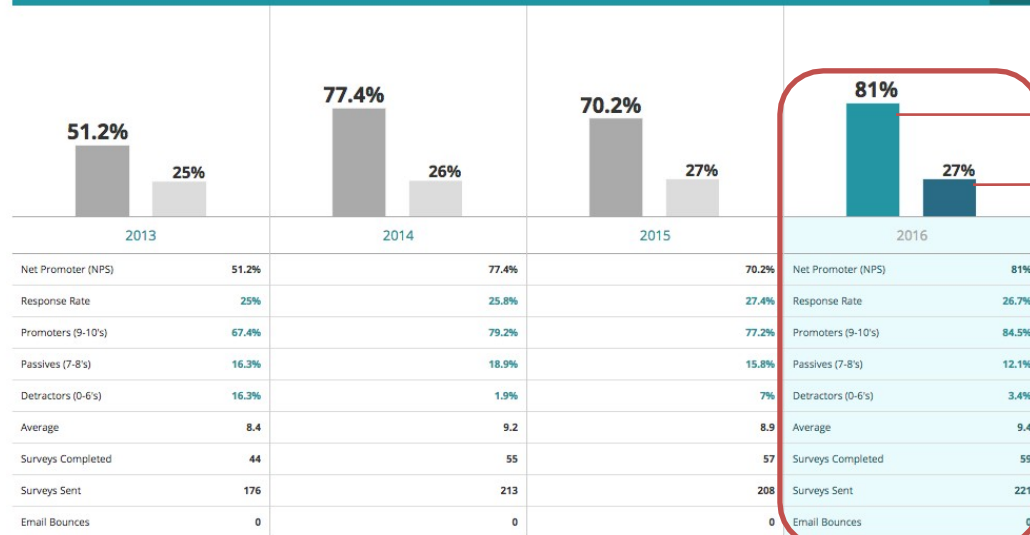
Overview / 2016

Client  
**2016**

2016 x Clear All • Advanced Filters  
Year

Benchmarks Reports Preview

## Data Trends



NPS

Response Rate

Breakdown of NPS and Response

## NPS Drivers

Overview NPS Impact Response Details

Topic ^	Full Question	Yes ^	Responses ^
Q1: Issues	Have any issues you've had been resolved within 24 hours?	89.5%	59
Q2: Qualified	Does [brand] submit multiple qualified candidates that match your requirements?	91.2%	58
Q3: Culture Fit	Does [brand] submit candidates who would be a good culture fit for your team?	91.5%	59
Q4: Time Frame	Does [brand] submit candidates within the expected time frame?	88.1%	59
Q5: Expectations	Does [brand] set realistic expectations regarding the open positions you have them work on?	91.5%	59

Key pain-points in a client  
- a/c manager relationship



# MyInavero - Survey Results, Overall

**Quicklinks**

- Data Trends
- NPS Drivers
- Brands
- Years
- Regions
- Branches
- Account Managers
- Companies
- Responses
- Shout Outs
- Testimonials

**Switch Survey**

2016

**Overview / 2016**

**Client 2016**

2016  Clear All • Advanced Filters

**Brands**

Search

Overview	Net Promoter Score	NPS Drivers	Response Rate	Issues
NPS	Response Rate	Flagged		
100%	66.7%	--		
80.4%	26.1%	--		

10 per page    < Prev 1 - 2 of 2 Next >    Page 1 of 1

**Years**

Search

Overview	Net Promoter Score	NPS Drivers	Response Rate	Issues
NPS	Response Rate	Flagged		
66.7%	23.5%	--		
89.2%	31.4%	--		
66.7%	19.2%	--		

10 per page    < Prev 1 - 3 of 3 Next >    Page 1 of 1

**Regions**

Search

Overview	Net Promoter Score	NPS Drivers	Response Rate	Issues
NPS	Response Rate	Flagged		
66.7%	50%	--		
83.3%	54.5%	--		
100%	22.2%	--		
50%	40%	--		
100%	38.9%	--		

5 per page    < Prev 1 - 5 of 25 Next >    Page 1 of 5

Identify which parts of the business are thriving and those that need improvement

# MyInavero - Survey Results, Segmented

Account Managers				
Search				
Overview	Net Promoter Score	NPS Drivers	Response Rate	Issues
Becca Grey	89.2%	31.4%	--	
Preston Young	66.7%	19.2%	--	
Roger Lee	66.7%	23.5%	--	

5 per page    < Prev 1-3 of 3 Next >    Page 1 of 1

Companies

Responses

Shout Outs

Testimonials

Benchmark Comparisons				
Learn how you stack up against our industry specific benchmarks and your company overall				
	You	Company Overall	Staffing Industry Average	Best of Staffing Average
Net Promoter Score	89.2%	81%	9.0%	68.0%
Response Rate	31.4%	26.7%	--	33.0%
Promoters	91.9%	84.5%	32.0%	73.0%
Passives	5.4%	12.1%	46.0%	22.0%
Detractors	2.7%	3.4%	23.0%	5.0%
Average	9.7	9.4	7.5	9.0
Total Responses	37	59	--	--

Feedback specific to a/c manager or recruiter

myinavero

[Scheduling](#)
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Quicklinks

- Data Trends
- NPS Drivers
- Brands
- Years
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- Branches
- Responses
- Shout Outs
- Testimonials

Switch Survey

2016

Client

2016

Becca Grey

2016

Clear All • Advanced Filters

Data Trends

53.8%

28%

84.2%

18%

65.6%

31%

89.2%

31%

	2013	2014	2015	2016
Net Promoter (NPS)	53.8%	84.2%	65.6%	89.2%
Response Rate	27.6%	18%	31.1%	31.4%
Promoters (9-10)	69.2%	84.2%	76.1%	91.9%
Passives (7-8)	15.4%	15.8%	5.4%	5.4%
Detractors (0-6)	15.4%	8%	12.3%	2.7%
Average	8.5	9.4	8.7	9.7
Surveys Completed	27	20	32	37
Surveys Sent	98	111	163	118
Email Bounces	0	0	0	0

NPS Drivers

Overview

NPS Impact

Response Details

Topic	Full Question	Yes	Company Overall	Responses
Q1: Issues	Have any issues you've had been resolved within 24 hours?	94.4%	89.5%	37
Q2: Qualified	Does (brand) submit multiple qualified candidates that match your requirements?	94.6%	91.2%	37
Q3: Culture Fit	Does (brand) submit candidates who would be a good culture fit for your team?	97.3%	91.5%	37
Q4: Time Frame	Does (brand) submit candidates within the expected time frame?	91.9%	88.1%	37
Q5: Expectations	Does (brand) set realistic expectations regarding the open positions you have them work on?	94.6%	91.5%	37

Responses

Search Responses

NPS	Respondent	Response	Comment	Question	Date	Flagged	Trend
10	Maria Bush 592 Company	Always a quick and efficient solution to my staffing hurdles.			Aug 28, 2017		
10	Kay Garfield 659 Company	A super provider...			Aug 7, 2017		
10	Rudolfo Roosevelt 659 Company	Timely response and availability to meet our needs.			May 23, 2016		
10	Lisa Kennedy 606 Company	Timely response and availability to meet our needs.			May 23, 2016		
10	Ray Garfield 659 Company	Professional, expert, great customer service.			May 23, 2016		

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Shout Outs

Respondent	Shouting Out	Shout Out	Date
Maria Bush 592 Company	Billy Joe	Always a great person to seek staff from, helps me out in tight situations!	Aug 28, 2017
Kay Garfield 659 Company	Mary and John	A great team who kept me updated through a stressful new hire.	Aug 7, 2017
Shari Johnson 385 Company	Angela Martin	Very understanding of our business needs!	May 23, 2016
Jenna Clinton 393 Company	Angela Martin	So helpful	May 23, 2016

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Testimonials

Respondent	Response	Date
Anonymous	Always a quick and efficient solution to my staffing hurdles. I love them as an extension of my team.	Aug 28, 2017
Kay Garfield 659 Company	A super provider... I love them!	Aug 7, 2017
Anonymous	Highly Recommend	May 23, 2016

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# MyInavero - Survey Results, Segmented

Companies			
Search			
Overview	Net Promoter Score	NPS Drivers	Response Rate
Issues			
Flasking	100%	100%	...
Medical Structures	100%	27.8%	...
Bord Bia	100%	100%	...
Fishing Shoes Inc	100%	22.7%	...
Construction Today	100%	100%	...
Top Tier Hospitality	100%	14.3%	...
Distribution for You	100%	26.1%	...
Alphabet Soup Inc	81.8%	26.2%	...
Napster	46.2%	38.2%	...
Talk is Cheap	0%	100%	...

Responses	+
Shout Outs	+
Testimonials	+

Utilize those responses and identify any trending feedback.

Grab testimonials and shout outs for your business proposals and marketing material.

Reporting available for downloading



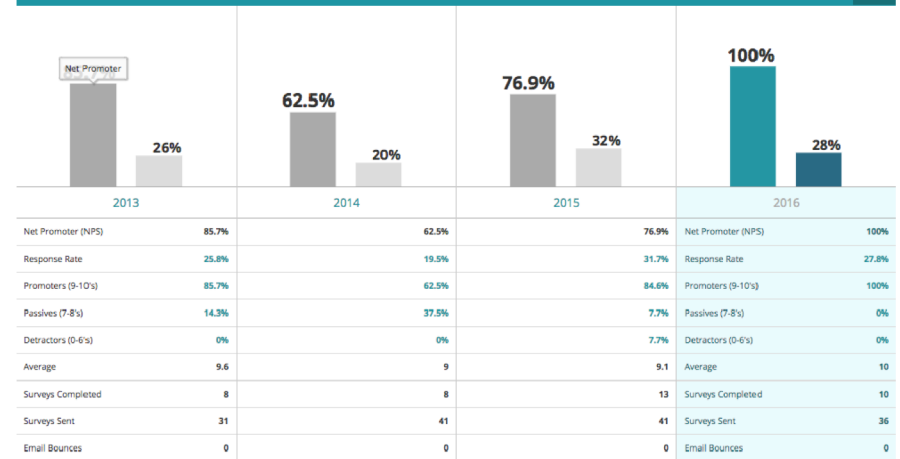
Overview / 2016

Benchmarks Reports Preview

Client  
2016

2016 Medical Structures Clear All Advanced Filters

## Data Trends



## NPS Drivers

Topic	Full Question	Yes	Company Overall	Responses
Q1: Issues	Have any issues you've had been resolved within 24 hours?	90%	89.5%	10
Q2: Qualified	Does (brand) submit multiple qualified candidates that match your requirements?	100%	91.2%	10
Q3: Culture Fit	Does (brand) submit candidates who would be a good culture fit for your team?	90%	91.5%	10
Q4: Time Frame	Does (brand) submit candidates within the expected time frame?	90%	88.1%	10
Q5: Expectations	Does (brand) set realistic expectations regarding the open positions you have them work on?	100%	91.5%	10

Brands	+
Years	+
Regions	+
Branches	+
Account Managers	+
Companies	+
Responses	+
Shout Outs	+
Testimonials	+

# MyInavero - Survey Results, Issue response level

Companies					
Responses					
Search Responses					
NPS	Respondent	Response	Comment Question	Date	Flagged
10	Samson Lincoln 192 Company	I was really stuck for staff at 6am on a Monday morning and Pacesetter really came through from me.		Nov 6, 2017	
10	Maria Bush 592 Company	Always a quick and efficient solution to my staffing hurdles.		Aug 29, 2017	
10	Kay Garfield 059 Company	A super provider...		Aug 7, 2017	
3	Samson Garfield 006 Company	The quality of candidates recently provided has significantly dropped.		Aug 2, 2017	Escalate
10	Rudolfo Roosevelt 059 Company	Timely response and availability to meet our needs.		May 23, 2016	

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Receive real time e-mail alerts for detractor responses (0-6 NPS). Control who receives these alerts and respond within 24hrs.

## Issue Updated

Zita Flaherty added the note "take care of this issue".

Take action on this issue:

[Reassign](#) | [Resolution in Progress](#) | [Can't Resolve](#) | [Not an Issue](#) | [Resolved](#) | [Escalate](#)

## Samson Garfield No Change

**Reporting Units:** Brand: Zita's Staffing  
Region: East  
Branch: Boston  
Account Manager: Roger Lee

**Email:** [testemail939@testemail.com](mailto:testemail939@testemail.com)

**Phone:** [503.555.5555](tel:503.555.5555)

**Company:** 006 Company

**Tags:** Year: 2016

**Survey Type:** Client

Based on your most recent experience, how likely would you be to recommend Zita's Staffing to a friend or colleague?

3

Have any issues you've had been resolved within 24 hours?  
No

Does Zita's Staffing submit multiple qualified candidates that match your requirements?  
No

Does Zita's Staffing submit candidates who would be a good culture fit for your team?  
No

Does Zita's Staffing submit candidates within the expected time frame?  
No

Does Zita's Staffing set realistic expectations regarding the open positions you have them work on?  
No

What is the primary reason behind the ratings you provided?  
The quality of candidates recently provided has significantly dropped.

What, if anything could Zita's Staffing do differently to increase the value you receive from them?  
Please look back at the job description and make sure they have the skills and experience to match!



# MyInavero - Survey Results, Issue response level

All of the respondents contact information can be found here.

Quickly view how the respondent has rated your service over the last number of surveys.

Be 8 steps ahead by identifying the issue and creating a resolution before reaching out to the respondent within 24 hrs.

## Samson Garfield's Response

### Respondent Info

<b>Received</b> Aug 2, 2017	<b>Contact Information</b> Samson Garfield 006 Company testemail939@testemail.com 503 555 5555	<b>Brand</b> Zita's Staffing
<b>Status</b> Escalate		<b>Region</b> East
<b>Last Activity</b> Escalate - 4 minutes ago by zita.flaherty-zitastaffingdemo@inavero.com		<b>Branch</b> Boston
		<b>Account Manager</b> Roger Lee
		<b>Year</b> 2016
		<b>Company</b> Napster

### Response History

	10	10	3
	2016 - Talent	Q4 2016 - Talent Engagement	2016 - Client

### Feedback

NPS Question	Based on your most recent experience, how likely would you be to recommend Zita's Staffing to a friend or colleague?	0 1 2 3 4 5 6 7 8 9 10 Don't Know
Issues	Have any issues you've had been resolved within 24 hours?	Yes No N/A
Qualified	Does Zita's Staffing submit multiple qualified candidates that match your requirements?	Yes No N/A
Culture Fit	Does Zita's Staffing submit candidates who would be a good culture fit for your team?	Yes No N/A
Time Frame	Does Zita's Staffing submit candidates within the expected time frame?	Yes No N/A
Expectations	Does Zita's Staffing set realistic expectations regarding the open positions you have them work on?	Yes No N/A
Comment Question	What is the primary reason behind the ratings you provided?	The quality of candidates recently provided has significantly dropped.
Suggestion Question	What, if anything could Zita's Staffing do differently to increase the value you receive from them?	Please look back at the job description and make sure they have the skills and experience to match!

### Issue Resolution

#### CHANGE ISSUE STATUS, CURRENTLY ESCALATE

- Select Status
- Resolution in Progress
- Can't Resolve
- Not an Issue
- Resolved
- Escalate

#### CHANGE ISSUE STATUS, CURRENTLY ESCALATE

Select Status

Select a user

UPDATE ISSUE FOLLOWERS (RECEIVE EMAIL UPDATES)

Zeeba Fluffery X Zoda Flapingly X

Type in some notes... (required)

Update Issue

# MyInavero - Survey Results, Personnel & Firm Level

Responses			
Shout Outs			
Respondent	Shouting Out	Shout Out	Date
Samson Lincoln 192 Company	Jonathan	They made me feel welcome as soon as I walked in the door.	2 minutes ago
Kay Garfield 059 Company	Mary and John	A great team who kept me updated through a stressful new hire.	Aug 7, 2017
Shari Johnson 395 Company	Angela Martin	Very understanding of our business needs!	May 23, 2016
Jenna Clinton 395 Company	Angela Martin	So helpful	May 23, 2016
Marilina Kennedy 395 Company	Erin Hannon	So helpful everytime I call!	May 23, 2016

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Testimonials		
Respondent	Response	Date
Samson Lincoln 192 Company	Super team to have on your side!	5 minutes ago
Kay Garfield 059 Company	A super provider... I love them!	Aug 7, 2017
Steph Lincoln 059 Company	Always listen to my concerns and support my needs. Great partner!	May 23, 2016
Anonymous	Highly Recommend	May 23, 2016
Betsy Kennedy 395 Company	Amazing service - I always feel like a top priority!	May 23, 2016

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Take these testimonials and immediately use in business proposals, marketing initiatives and proof that your business is a leader for service, knowledge and expertise in the industry.

## Congratulations, Jonathan!

Samson Lincoln ([testemail952@testemail.com](mailto:testemail952@testemail.com)) from 192 Company gave Jonathan the following shout out:

**They made me feel so welcome as soon as I walked in the door,....**

### Reporting Units:

Brand: Zita's Staffing  
Region: East  
Branch: Philadelphia  
Account Manager: Roger Lee

### Tags:

Year: 2016

### Survey Type:

Client

### Why am I getting this email?

Your account is configured to send an email every time a shout out is received. To change this edit your Notification settings under the Account tab.

Use these shout outs to celebrate internal personnel who are recognized for their consistent, awesome work. They can be automatically shared via e-mail alert company wide or directed to whoever is managing the program.

# MyInavero - Survey Reports

Reports can be downloaded for any information that is segmented, such as 'Location', 'Brand', 'Recruiter', or 'Client'. The following is an example of a recruiter's report (downloads in PDF).

SURVEY RESULTS OVERVIEW FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

## How You Compare

	YOU	COMPANY OVERALL	STAFFING INDUSTRY AVERAGE	BEST OF STAFFING AVERAGE
Net Promoter Score (NPS)	88.9%	83.6%	9.0%	68.0%
Response Rate	30.5%	25.3%	--	33.0%
Promoters (9-10's)	91.7%	85.5%	32.0%	73.0%
Passives (7-8's)	5.6%	12.7%	46.0%	22.0%
Detractors (0-6's)	2.8%	1.8%	23.0%	5.0%
Average	9.7	9.5	7.5	9.0
Surveys Completed	36	56	--	--
Surveys Sent	118	221		

1

NPS DRIVERS FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

## NPS Drivers

Identify areas of your service that are impacting satisfaction and driving your Net Promoter Score.

Your NPS 88.9% Overall 83.6%

	% YES	% NO	RESPONSES
Issues	YOUR RESULTS 94.3%	5.7%	36
Have any issues you've had been resolved within 24 hours?	OVERALL 90.7%	9.3%	56
Qualified	YOUR RESULTS 94.4%	5.6%	36
Does [brand] submit multiple qualified candidates that match your requirements?	OVERALL 92.6%	7.4%	55
Culture Fit	YOUR RESULTS 97.2%	2.8%	36
Does [brand] submit candidates who would be a good culture fit for your team?	OVERALL 92.9%	7.1%	56
Time Frame	YOUR RESULTS 91.7%	8.3%	36
Does [brand] submit candidates within the expected time frame?	OVERALL 89.3%	10.7%	56
Expectations	YOUR RESULTS 94.4%	5.6%	36
Does [brand] set realistic expectations regarding the open positions you have them work on?	OVERALL 92.9%	7.1%	56

2

NPS DRIVERS FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

## NPS Impact

Identify areas of your service that are impacting satisfaction and driving your Net Promoter Score.

Your NPS 88.9% Overall 83.6%

	NPS IF "YES"	NPS IF "NO"
Issues	YOUR RESULTS 97%	--*
Have any issues you've had been resolved within 24 hours?	OVERALL 87.8%	25%
Qualified	YOUR RESULTS 94.1%	--*
Does [brand] submit multiple qualified candidates that match your requirements?	OVERALL 85.7%	--*
Culture Fit	YOUR RESULTS 88.6%	--*
Does [brand] submit candidates who would be a good culture fit for your team?	OVERALL 82.4%	--*
Time Frame	YOUR RESULTS 93.9%	--*
Does [brand] submit candidates within the expected time frame?	OVERALL 87.8%	50%
Expectations	YOUR RESULTS 94.1%	--*
Does [brand] set realistic expectations regarding the open positions you have them work on?	OVERALL 86.3%	--*

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# MyInavero - Survey Reports

## Reporting continued...

SURVEY RESULTS SUMMARY FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

### Units and Tags

	NPS	RESPONSE RATE	RESPONSES	FLAGGED	IMPACT
<b>BRANDS</b>					
Brand 2	100%	33.3%	1	--	--
Essential Personnel	88.6%	30.4%	35	--	--
<b>REGIONS</b>					
South	88.9%	30.5%	36	--	--
<b>BRANCHES</b>					
Atlanta	66.7%	50%	3	--	-2
Austin	83.3%	54.5%	6	--	-1
Baton Rouge	100%	22.2%	2	--	+1
Charlotte	100%	38.9%	7	--	+3
El Paso	100%	21.4%	3	--	+1
Jackson	100%	27.3%	3	--	+1
Luckenbach	100%	33.3%	4	--	+1
Nashville	-100%	11.1%	1	--	-5
New Orleans	100%	33.3%	6	--	+2
Raleigh	100%	10%	1	--	--
<b>ACCOUNT MANAGERS</b>					
Becca Grey	88.9%	30.5%	36	--	--
<b>YEARS</b>					
2016	88.9%	30.5%	36	--	--
<b>COMPANIES</b>					
142 Company	--	0%	0	--	--

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SURVEY RESULTS SUMMARY FOR YOUR CLIENT SURVEY  
Zita - Staffing Demo - Account Manager: Becca Grey / Year: 2016

### Individual Responses

NPS	Contact	Survey Response
10	<b>Kay Garfield</b> 059 Company testemail912@testemail.com  <b>Units/Tags:</b> Brand 2, South, Luckenbach, Becca Grey, 2016	<i>Have any issues you've had been resolved within 24 hours?</i> <b>Yes</b>  <i>Does Brand 2 submit multiple qualified candidates that match your requirements?</i> <b>Yes</b>  <i>Does Brand 2 submit candidates who would be a good culture fit for your team?</i> <b>Yes</b>  <i>Does Brand 2 submit candidates within the expected time frame?</i> <b>Yes</b>  <i>Does Brand 2 set realistic expectations regarding the open positions you have them work on?</i> <b>Yes</b>  <i>What is the primary reason behind the ratings you provided?</i> <b>A super provider...</b>  <i>What, if anything could Brand 2 do differently to increase the value you receive from them?</i> <b>I'd love direct hire's.</b>  <i>Completed on Aug 7, 2017</i>
10	<b>Rudolfo Roosevelt</b> 059 Company testemail940@testemail.com  <b>Units/Tags:</b> Essential Personnel, South, New Orleans, Becca Grey, 2016	<i>Have any issues you've had been resolved within 24 hours?</i> <b>Yes</b>  <i>Does Essential Personnel submit multiple qualified candidates that match your requirements?</i> <b>Yes</b>  <i>Does Essential Personnel submit candidates who would be a good culture fit for your team?</i> <b>Yes</b>  <i>Does Essential Personnel submit candidates within the expected time frame?</i> <b>Yes</b>  <i>Does Essential Personnel set realistic expectations regarding the open positions you have them work on?</i> <b>Yes</b>  <i>What is the primary reason behind the ratings you provided?</i> <b>Timely response and availability to meet our needs.</b>  <i>What, if anything could Essential Personnel do differently to increase the value you receive from them?</i> <b>No Answer</b>  <i>Completed on May 23, 2016</i>

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