



# Peer Perspectives:

How to Get the Most from a Client  
and Talent Experience Initiative at  
Your Firm

Presented by Eric Gregg, CEO & Founder, ClearlyRated



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# Service levels rose among elite firms

## NPS



**78.3** (▲ 4.4)



**70.9** (▲ 2.7)

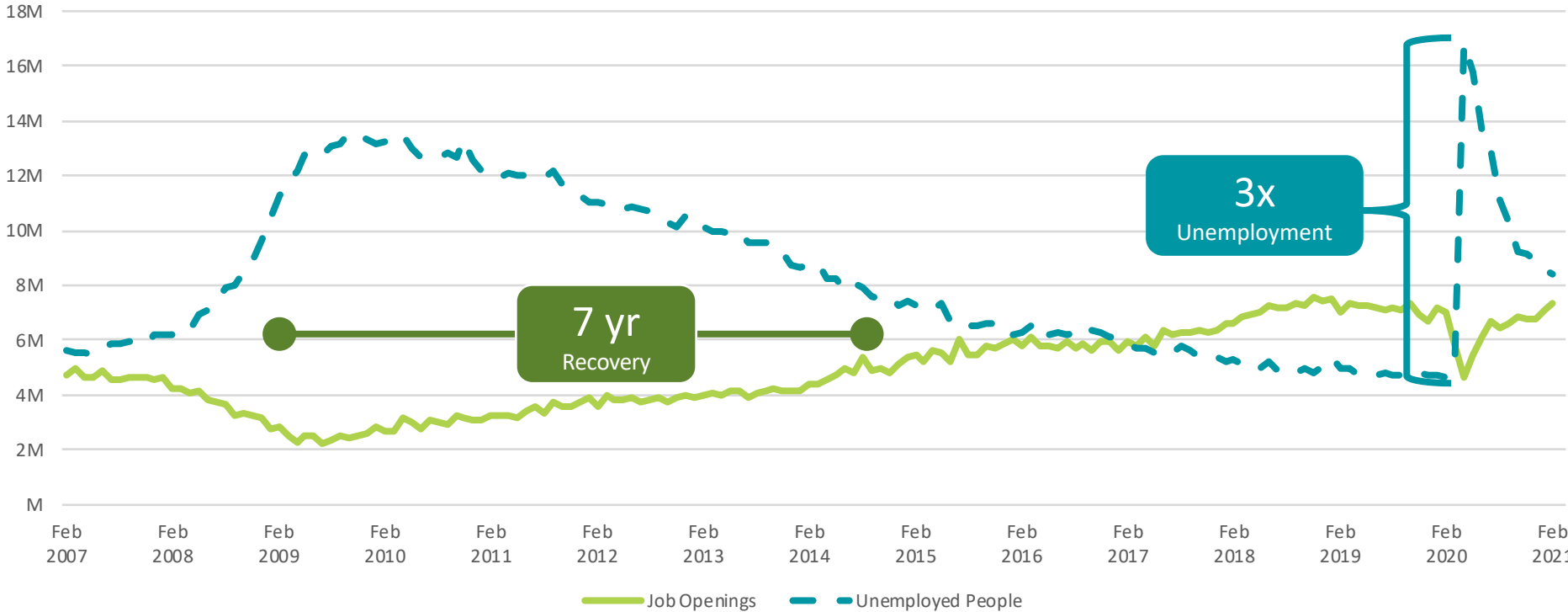


**75.3** (NEW)

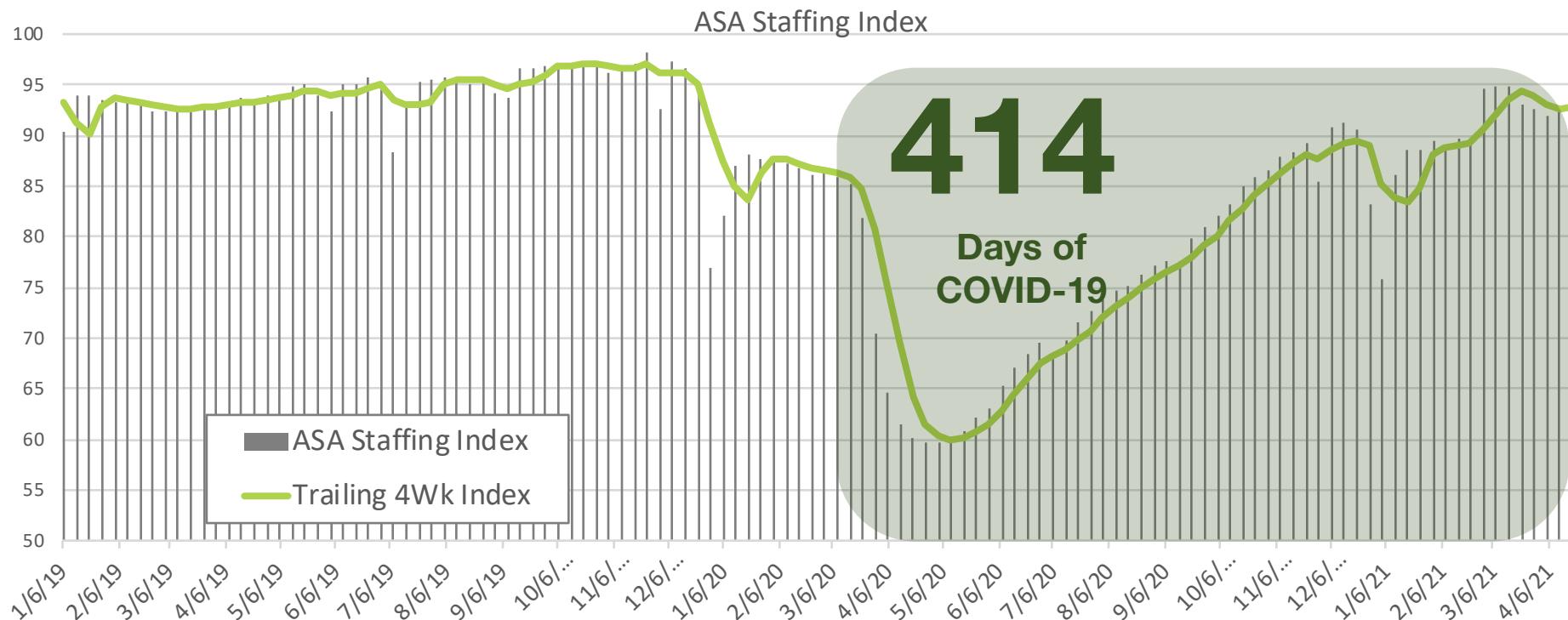
- More than 2M survey invitations
- More than 350,000 responses analyzed

- More than 4,000 employees
- More than 65 firms

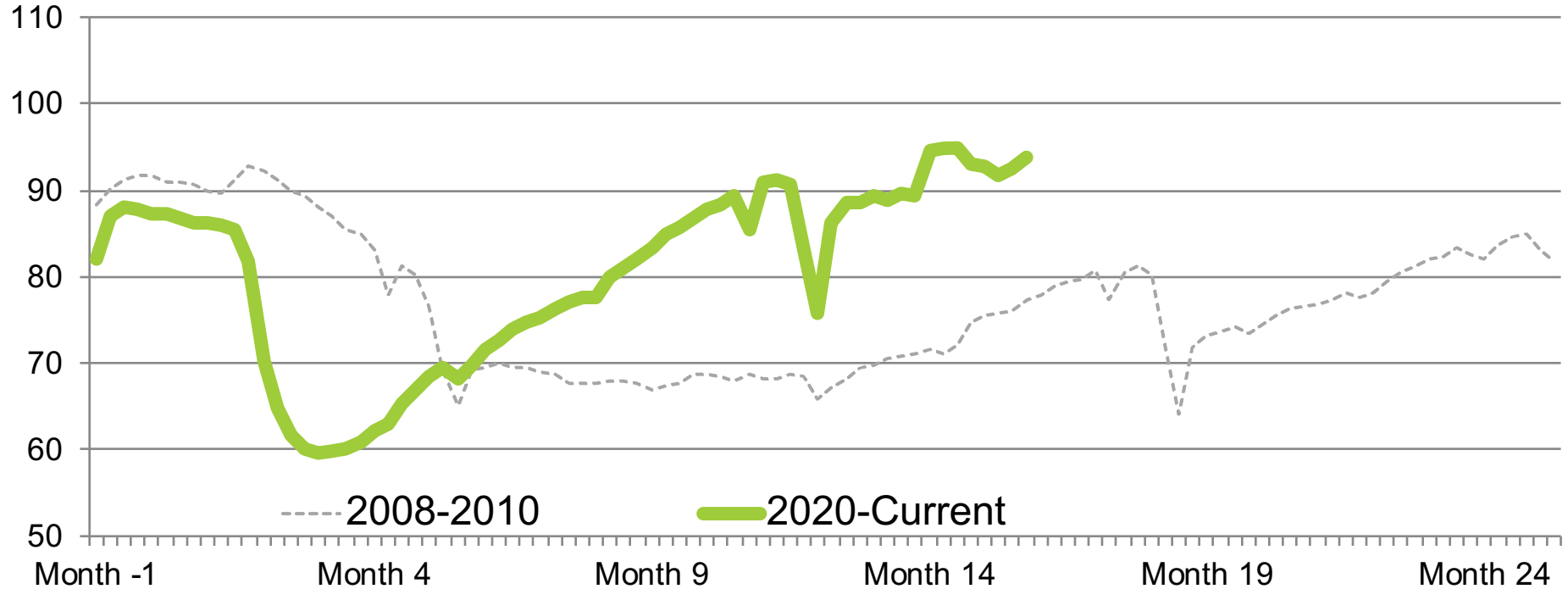
# Job openings and unemployed people



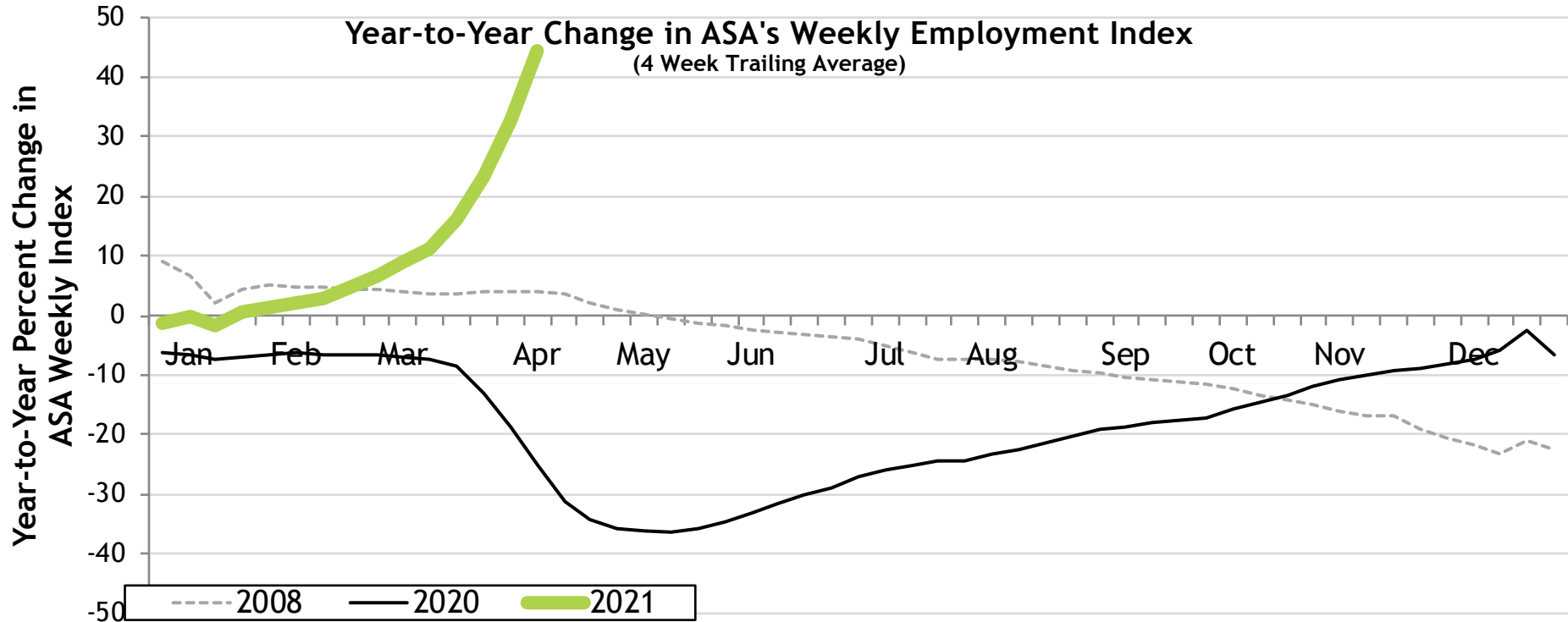
# The staffing industry is nearly back to pre-COVID levels



# The COVID-19 recession represents a bigger fall, but less time on the bottom



# Even before COVID-19, 2020 was behind prior year





## Questions?

ERIC GREGG

CEO & Founder, ClearlyRated

[egregg@clearlyrated.com](mailto:egregg@clearlyrated.com)

[linkedin.com/in/ericgregg](https://www.linkedin.com/in/ericgregg)