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### **PlatformOne Named the BEST HRO Provider to the Mid-Market for the Third Straight Year: The Black Book of Outsourcing Releases its 2008 Findings**

**Atlanta, GA – May 28, 2009** – PlatformOne today announced that it has recently been named the TOP provider of HR Outsourcing Services in the mid-market for the third year in a row by Black Book. Over 420,000 HR outsourcing users were invited to participate in The Black Book of Outsourcing’s annual web survey. The study validated over 24,000 respondents representing nearly 900 HRO clients of mid-market size (3,000 to 15,000 employees). These users evaluated 120 providers through the study’s web survey instrument between March and June 2008. Final analysis of the surveys was completed in December 2008.

PlatformOne offers HR Business Processing Outsourcing (BPO) solutions that include HR Technology, HR Administrative Services, and HR Professional Support to mid-market companies, those companies with approximately 500 to 15,000 employees.

In its report summary, The Black Book of Outsourcing stated that **“PlatformOne is the highest rated single-vendor preference overall by midmarket HRO clients for 2008 and the number one ranked vendor among all verticals and industries for the third consecutive year.”**

The announcement came after The Black Book of Outsourcing released its annual assessment of the entire outsourcing marketplace. Its analysis of HR vendors included 140 distinct functional outsourcing categories. Specifically to the mid-market, The Black Book on Outsourcing evaluated 120 vendors using 18 different performance criteria to reach its findings. Most importantly, interviews were conducted with clients from each of the 120 vendors throughout 2008 and used as a key determinate for the final rankings. In its analyst reports, The Black Book of Outsourcing rated PlatformOne as the top performer in 10 of the 18 criteria, and one of the three performers in 16 of the 18 criteria, among the 120 vendors reviewed and named in the report.

The study also surveyed each respondent about the benefits they achieved through outsourcing their HR functions. When asked to name the three most crucial contributions realized from outsourcing, the respondents named administrative relief, responsiveness to employee market demands, scalability, and lower cost per employee as most important. When asked to name five reasons to continue outsourcing, the respondents named speed-to-full compliance, fully coordinated HR management, vendor responsiveness to client

and employees, enhanced HR process coordination, stronger corporate image, and lower liability most often.

These benefits, along with a weakening economic outlook, are fueling HR outsourcing growth. Going forward into 2009, PlatformOne said it anticipates significant client acquisition growth through year-end 2009.

“The Black Book of Outsourcing appears to be one of the most extensive and far reaching surveys performed each year on our market,” said Tony Foley, president of PlatformOne. “Last year at this time we announced that PlatformOne has dedicated itself to creating and marketing a credibility in the marketplace that can not be matched by the national firms. Each year the Black Book of Outsourcing survey results reinforce our mission, strategy, and execution as right on target for the midmarket. We are very thrilled with the results of our performance in the 2006-2008 analysis conducted by The Outsourcing Management Institute. Being named the number one HRO provider three years in a row is a result of our continuous attention on delivering to our client’s expectations. Obviously all 18 criteria in this survey are important to consider, But when our customers name PlatformOne as most reliable, best in client relations, tops in support and customer care, very adaptable to client needs, excellent in service delivery, and their overall preference for the provider they would recommend, that speaks volumes to our potential clients. ”

The Black Book of Outsourcing analyzed and reported on all 120 vendors using the following criteria:

- Vendor Overall Preference / Recommendation
- Innovation
- Training
- Client Relationships
- Trust
- Breadth of Offering, Client Types, Delivery Excellence
- Deployment and Outsourcing Implementation
- Customization
- Integration and Interfaces
- Scalability, Client Adaptability, Flexible Pricing
- Compensation and Employee Performance
- Reliability
- Company Brand Image
- Marginal Value Adds
- Viability
- Data Security and Backup Services
- Support and Customer Care
- Best of Breed Technology and Process Improvement

PlatformOne ranked as a provider that “exceeds expectations” in all 18 survey criteria above.

To see the detailed results of the mid-market HRO study and the top 10 ranked vendors by the categories above, visit the PlatformOne website: [www.platformone.com](http://www.platformone.com)

### **About The Outsourcing Management Institute, The Brown-Wilson Group and The Black Book of Outsourcing**

The Outsourcing Management Institute (OMI) is a nonprofit organization that provides education to corporate executives on all types of outsourcing, through Syracuse University and other institutions of higher education. OMI conducts fresh research on the entire outsourcing marketplace each year and its findings are the basis for The Black Book on Outsourcing, published annually.

The Brown-Wilson Group, whose principals include Douglas Brown and Scott Wilson, are regarded as thought leaders on the outsourcing market space. Their book, The Black Book of Outsourcing, is highly endorsed by outsourcing industry experts as a one-of-a-kind resource for the business community.

The Black Book of Outsourcing is a comprehensive guide and directory for the emerging field of outsourcing. It includes expert advice on how to operate an outsourcing program, how to deal with the political aspects of outsourcing, and how to find a career in outsourcing. A controversial and emotional subject among business leaders and workers in the global business community, outsourcing is fast becoming one of the greatest organizational and industrial shifts in modern history.

For more information, visit <http://www.theblackbookofoutsourcing.com> .

### **About PlatformOne**

PlatformOne is an innovator and leader in the delivery of state-of-the-art Human Resources solutions. Evolving over 23 years, PlatformOne offers HR Business Processing Outsourcing (BPO) solutions that include HR Technology Infrastructure, HR Administrative Services, and HR Professional Support. Our comprehensive HR solutions, when combined with our world-class people, processes, and technology produce efficient, consistent, and cost-effective results for our clients. Additional information on PlatformOne may be found on its web site. [www.PlatformOne.com](http://www.PlatformOne.com)

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