



THE BLACK BOOK OF OUTSOURCING

BROWN & WILSON

Odyssey OneSource

Ranked No.1 PEO/ASO Provider in the country for *three consecutive years*

The Black Book of Outsourcing is an independent and unbiased report that evaluates leading outsourcing service providers on 18 key performance areas of operational excellence. For three consecutive years, Odyssey has ranked as the No. 1 provider in the PEO/ASO Outsourcing category.

Odyssey's recognition is a result of:

- More than 20 years of industry experience
- Employees committed to delivering excellent human resource administrative solutions
- An integrated and efficient approach to HR outsourcing
- Best in class customer service and support
- Odyssey's commitment to its core values of reliability, integrity and excellence

2009 Top 10 PEO/ASO

RANK	Vendors
1	Odyssey OneSource 
2	SOI
3	Avitus Group
4	Total Team Solutions
5	Staff Resources Inc (SRI)
6	MBA
7	Accord
8	Adams Keegan
9	Coadvantage
10	Doherty Employer Services

The Black Book of Outsourcing represents a customer satisfaction measurement, critical to gauge the entire effectiveness of global outsourcing implementation and execution.

Odyssey OneSource has consistently ranked No. 1 in 11 of the 18 key performance categories. Odyssey continuously works to improve and exceed the service provided to its clients.

“We owe this award to our clients. This recognition is the direct result of listening to them.”

Odyssey OneSource ranked No. 1 in the following categories:

Criteria	RANK
Vendor overall preference/vertical industry recommendations	1 ★
Trust	1 ★
Deployment and outsourcing implementation	1 ★
Customization	1 ★
Integration and interfaces	1 ★
Reliability	1 ★
Brand image and marketing communications	1 ★
Marginal value adds	1 ★
Viability	1 ★
Support and customer care	1 ★
Best of breed technology and process improvement	1 ★

2009 Top 10 HRO

RANK	Vendors
1	Ceridian
2	Adecco
3	ING
4	Towers Watson
5	Hewitt
6	Mercer
7	Hay Group
8	Fidelity
9	Odyssey OneSource ★
10	ACS

Odyssey OneSource also ranked among the top 10 Human Resource Outsourcing (HRO) providers for the second year in a row.

In 2009, Odyssey ranked 9th among the top HRO vendors serving middle-market employers. Odyssey received the highest recognition in the innovation category for its scalability and responsiveness to its clients needs.

“We are honored and tremendously proud of this remarkable validation of our service.”

www.odysseyonesource.com/blackbook