

2016 HRO Today Baker's Dozen: Employee Screening

By The Editors

HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 13 responses from 10 companies.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

For this survey, we reached out to more than 40 providers of background screening services. Several providers had insufficient client participation to be ranked, including ClearStar, Corporate Screening Services, Accurate Background, PreCheckInc., and First Advantage, among others.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

1. Universal Background Screening

Website: www.universalbackground.com

Universal Background Screening provides comprehensive background screening services for companies of all sizes, with a commitment to personalized, responsive service, and accuracy in the information we provide. As a fully accredited screening company, we work with organizations across the country to make the background screening process easier and ensure our clients know everything they need to know about the people they hire

Services:

- Domestic and international criminal record checks
- Social Security number trace and validation
- Criminal and sex offender database checks
- Employment, education, reference and credential verifications
- Motor vehicle driving records
- Employment credit reports
- Drug testing, physicals and occupational health testing
- Electronic form I-9/E-Verify services
- Adverse action and related FCRA compliance management solutions
- Client education program
- Client portal optimized for

desktop, tablet and mobile devices

- Candidate electronic forms portal featuring digital signatures, optimized for desktop, tablet and mobile devices
- Technical integrations

Most important metrics:

- In-house operations
- Nationally accredited screening firm
- Personalized customer experience
- Turnaround time
- Accuracy and compliance with FCRA and applicable state laws

2. Aurico, a CareerBuilder Company

Website: www.aurico.com

Aurico, a CareerBuilder company, is NAPBS accredited and ISO 9001:2008 certified. We provide clients with high quality screening, compliance tools, and a seamless flow of data between systems and platforms to deliver a smooth candidate experience. Our award-winning WebACE™ screening platform is pre-integrated with industry-leading applicant tracking systems.

We partner with over 5,000 clients globally, delivering unwavering commitment to industry-leading quality, technology, and service.

Services:

- Consolidation of background screening, drug testing, occupational health services into an end-to-end solution suite
- Criminal and civil background searches

- Verifications and references
- Fully-automated drug screening program including random, post-accident, reasonable suspicion, dot, site events, and ongoing testing
- Occupational health services
- Electronic I-9 and E-verify services
- Pre-integrated WebACE™ screening platform with premier applicant tracking systems (ATS)
- Corporate M&A due diligence investigations
- Full adverse action management
- Electronic adjudication
- Policy settings
- Electronic file cabinet
- Multi-option order processing
- Paperless screening options
- Multi-lingual screening platform
- Dedicated account management support

Most important metrics:

- **Technology:** System uptime, security, performance, workflow

automation, and seamless integration

- **Customer service:** Response time, one-call resolution, dedicated account support, training, and adverse action support
- **Reporting service:** Enterprise level analytics, KPI's and metric-driven platform
- **Accuracy:** Reasonable procedures to avoid adverse action, strict care and complete and up-to-date information and results
- **Turnaround time:** Proactive efficiencies including Aurico audit and working directly with candidate. Automated adjudication and real-time status updates
- **Cost control:** Cost alignment, monitoring, and consistency
- **Compliance:** Action monitoring and support, 12 levels of quality assurance including Aurico audit, and maximum possible accuracy

3. Peopletrail

Website: www.peopletrail.com

Peopletrail® is a leading provider of custom employment screening, criminal background checks, tenant screening, drug screening, ATS integration, and corporate security solutions.

In addition to the wealth of trusted experience it provides, Peopletrail® prides itself on bringing the human touch to everything it does. Its services combine superior customer service through dedicated account managers with efficient, state-of-the-art technology integration to deliver on-demand, accurate, and timely consumer reporting results.

Services:

- **Credit and identity:** Credit reports,

person search, social security search, and social security fraud alert.

- **Credentials:** Commercial driver's license and driving records, education verification, OIG search/medicaid sanctions, military history, and professional license verification.
- **Drug screening:** Drug screening/nationwide testing, medical review officer consulting services, substance abuse detection, and prevention education and training.
- **Investigative:** County civil search, county criminal investigation, metro area county courthouse search, sex and violent offender report, statewide search, federal civil and criminal search, international criminal records search, tenant screening, and corporate investigations.

- **Verifications:** employment verification and references, executive due diligence, medical record verification, personal and professional reference verification, residence/landlord verification, and volunteer check.
- **Other:** Business searches B2B, contractor/contingent workforce compliance, fingerprinting, global screening, and I-9 management.

Most important metrics:

- Customer satisfaction
- Accuracy
- Accreditation and compliance
- Customized solutions
- Fast turn around times
- Advanced technology and integration

4. CSS, Inc.

Website: www.csscheck360.com

CSS, a leading employer service provider, delivers comprehensive employee screening solutions to companies domestically and internationally. It partners with companies to provide reliable data, valuable insight, fast turn-around times, and efficient solutions. Its services include background screenings, laboratory testing, occupational health screenings, and workforce monitoring solutions. CSS offers customized solutions with flexible speed to hire that helps

companies achieve their goals. CSS is accredited by NAPBS.

Services:

- Criminal, county, state, federal, and international searches
- Social security number search and verification
- Drug testing, physicals, and occupational health testing
- Motor vehicle driving records
- Administrative services
- Workforce monitoring services
- Verification and references
- I-9 / E-verify services
- Sex offender and child abuse checks

- Fingerprinting
- Compliance products
- Point of care products
- Tenant screening
- Watch lists
- Custom reporting

Most important metrics:

- Fast turnaround times
- Customer service excellence
- Accuracy and security
- Integration capability
- Competitive pricing
- Compliance
- Customized solutions
- Informative/industry experts

5. Employment Background Investigations, Inc. (EBI)

Website: www.ebiinc.com

Based in Owings Mills, Maryland, Employment Background Investigations (EBI) is a technology-driven innovator and leader in providing domestic and global pre-employment background checks, drug testing, occupational healthcare, and I-9 compliance solutions for employers. Founded in 1994, EBI specializes in customized employment screening programs for over 5,500 clients in over 200 countries and territories worldwide.

EBI is the first NAPBS-accredited background screening company to hold both an ISO 27001:2013 certification for information security and an ISO 9001:2008 certification

for quality management.

Services:

- State, county and federal criminal records
- National criminal and sex offenders records searches
- Employment and education verifications
- Reference and licensing verifications
- SSN trace and identity verifications
- Credit reports
- MVR and driver qualification records and services
- Homeland security watch lists and medical sanctions
- International/global background screening and drug testing
- E-Verify/electronic form I-9 services
- DOT and non-DOT drug and

alcohol testing programs

- Occupational healthcare services
- Adverse action and adjudication services
- Synergistic integration technology with dozens of ATS'
- The screening news network

Most important metrics:

- Compliance and client education
- ISO 27001 (information security)
- ISO 9001 (quality management/improvement)
- NAPBS accredited
- Accuracy and turn around time
- Process optimization with synergistic integration technology
- The candidate experience
- Domestic customer service and operations

6. MBI Worldwide

Website: www.mbiworldwide.com

MBI Worldwide is an innovative leader of full service background screening and safe hiring management solutions. It prides itself on excellent customer service, integrity, quick turn around, and accuracy of information, secure online account access, a wide product range and competitive pricing. MBI offers integration capabilities with existing HR software platforms to streamline the hiring process. MBI Worldwide believes that "Good Screening is Smart Business!"

Services:

- Comprehensive criminal screening – county / state / national / federal
- Civil screening - county / state / federal
- Global screening options
- Employment verification and reference services
- Education and degree verification
- Adverse action management – self creation and MBI managed
- SSN alias/address history summary
- SSN consent based verification, I-9, and e-verify options
- Facis and medical sanctions reports
- Professional license verification
- CDL and MVR history
- Drug screening - nationwide and international availability

- Credit reports – peer and FICO reports
- National sex offender and watch list screening
- Applicant Portal and Order by Invitation customized options

Most important metrics:

- NAPBS / BSCC accredited agency and type 1 SOC 2 certified
- Comprehensive screening
- Customer service
- Accurate and compliant reporting
- ATS/HRIS integrations
- Centralized, US-based verifications staff

7. Sterling Talent Solutions

Website:

www.sterlingtalentsolutions.com

Sterling Talent Solutions provides hiring peace of mind by delivering a simpler, smarter background screening and onboarding experience for employers worldwide. Its comprehensive suite of cloud-based background screening and onboarding solutions deliver accurate, reliable results and tools to maintain compliance throughout the hiring cycle.

Services:

- Criminal background checks
- Verifications solutions (employment, education, license, etc.)
- Substance abuse and occupational health screening
- Employment credit reports
- Motor vehicle records
- Executive due diligence
- Onboarding solutions
- Sanctions, risk, and compliance services
- Global screening solutions

- Employee monitoring and audits
- Civil court records
- Form I-9 and eVerify
- Hiring tax credits
- Social media checks
- Address history search (social security number trace)

Most important metrics:

- Turnaround time
- Criminal hit rate
- Verification discrepancy rate
- Accuracy
- Dispute rate

8. GoodHire, Inc.

Website:

www.goodhire.com

GoodHire is the background screening company for people who care about people. More than 35,000 employers rely on our skilled compliance experts, helpful US-based customer service reps, and customizable technology to build teams based on trust, safety, and fairness. Job candidates feel empowered by our award-winning True Me platform, which lets them add relevant personal stories to their background check results. GoodHire is owned by Silicon Valley-based

Inflection.com, a leader in trust and safety solutions and a Certified B Corp.

Services:

- Social security number trace and resident counties
- National criminal databases search
- Federal criminal databases search
- 7-Year county criminal court search
- Sex offender list search
- Motor vehicle records search
- Domestic and global terrorist watch list searches
- International checks
- Education verification
- Employer verification
- Professional license verification

- 4-panel, 5-panel and 10-panel drug screening
- Employment credit reports
- Ongoing Alerts of changes to employee background check results
- RESTful API for direct integration or through ATS/HRIS integrations

Most important metrics:

- Custom solutions
- Cost
- Compliance
- Account management
- Customer service
- Customer satisfaction

9. ESS (Employment Screening Services)

Website: www.es2.com

ESS is a national risk management solutions provider offering background screening, drug testing, and security and investigative services. For over 20 years, ESS has served clients in all 50 states and internationally. ESS offers security and investigative services, TSA pre-check, electronic fingerprinting, credentialing, drug testing and integrations. A fully-accredited member of the National Association of Professional Background Screeners (NAPBS), ESS has been included in the Inc. 5000 list for 10 consecutive

years while maintaining a 98 percent client retention rate.

Services:

- International, statewide, county, federal and national criminal searches
- Motor vehicle reports
- National and international employment, reference, professional license & education verifications
- Social security report
- Sex offender checks
- Credit reporting
- Electronic I-9/E-verify
- Credentialing and document management services

- Substance abuse and drug testing services
- DOT drug testing and physicals
- Security and investigative service
- Specialty and industry specific searches
- Healthcare (OIG) sanctions and searches as well as regular monitoring

Most important metrics:

- Verified rate
- Response time
- Resolution time
- Client setup time
- Average phone call hold time:
- Customer service

10. Asurint

Website: www.asurint.com

Asurint is a screening company that focuses on technology-based services for the industry's most elegant screening solution. Asurint offers a full suite of screening products as well as products and services necessary to maintain compliance with local, state, and federal laws. Its proprietary criminal database is the starting point for accurate, comprehensive screening results. These are delivered to clients via the web, portal, or through commercial or proprietary system integrations.

Services:

- **Identity and verification services:** SSN Trace and E-verify (Electronic I-9).

- **Criminal and civil record searches:** National criminal database, single county and statewide criminal, national sex offender registry, upper and lower county civil, federal criminal and civil, and fingerprinting.
- **Verifications:** Employment, education, DOT employment, professional license, and personal and professional references.
- **Driver-related products:** Motor vehicle records, vehicle registration, commercial driver's license information system (CDLIS), PSP DOT crash and inspection report.
- **Watch lists:** Patriot Act / OFAC (OIG/GSA/Terrorist Watch List, etc.), FACIS (Medical sanctions).
- **Occupational health products and services:** Lab-based drug testing, instant drug testing kits, and

physicals.

- **Compliance products and services:** pre-adverse and adverse action letters, consumer notifications, state-specific compliance notices, and proactive regulatory updates.

- **Additional products and services:** employment credit, tenant credit, worker's compensation, monitoring, and form I-9.

Most important metrics:

- Turnaround time
- Accuracy and FCRA dispute rates
- Integration capability/custom solutions
- Compliance
- Privacy and security
- Customer satisfaction
- U.S. based verifications, service and support teams

11. Info Cubic LLC

Website: www.infocubic.com

Info Cubic is a privately held, ISO Certified, NAPBS Accredited one-stop employment screening company that has been providing domestic and international background checks to numerous cities, counties and states as well as private companies in the United States since its foundation in 2002. It is headquartered in Denver, Colorado and has support and sales branches in the Midwest and Northeast.

With a foundation built on providing world-class customer service, industry-leading turnaround times,

and accurate search results, Info Cubic's commitment to excellence has allowed it to become one of the world's premier employment screening companies.

Services:

- County criminal and civil records
- Statewide criminal records
- Federal criminal and civil records
- US criminal record locator
- Social security number trace
- Motor vehicle records
- Credit reports
- I-9 verification services
- Driver's license monitoring
- National and state level registered

sex offender

- International criminal, civil, and bankruptcy records
- Global monitor check
- Verifications services: employment, education, reference, license, international
- Bankruptcy: lien and judgments
- Drug screening – urine, oral, breath, DOT

Most important metrics to clients:

- Turn-around time
- Accuracy rate
- System availability
- Customer service response time
- Engaging communication

12. Global HR Research

Website: www.ghrr.com

Hiring is the most important thing you do. Don't trust it to just anyone, and especially don't trust to it anyone who needs on-the-job training.

Whether you conduct routine pre-hire screenings for mostly similar job categories or you're handling complex enterprise hiring and assessment in a compliance-driven industry, Global HR Research offers unmatched adaptability, experience, and customer service.

Global HR Research knows you need more than screening and assessment. You need pre-hire intelligence. That's what we offer — a robust set of screening and assessment products. It's a comprehensive set of tools that will help you make better hiring decisions, and make them faster. When you're tired of your current approach to hiring, talk to

us about how pre-hire intelligence can help you make smarter hires ... today.

Global HR Research is BSCC-accredited.

Services:

- Social security trace
- National criminal database
- National sex offender registry
- OFAC, terrorist watch lists/sanctions lists
- County criminal - CourtConnect™
- National federal criminal search
- Federal criminal district
- State law enforcement check
- County civil - CourtConnect™
- Federal civil district
- Driving history and CDLIS report
- MVR fleet management - MVR alert system
- Credit reports (FICO and Non FICO)
- Non DOT and DOT employment verification
- Education verification
- Professional/personal reference

- Professional license certification
- Exclusion databases (OIG/GSA/FDA/etc.)
- FACIS (Level I,II,III)
- Industry specific search types
- E-verify and I-9 management
- Fingerprint/LiveScan management
- International screening
- Pre-employment, post accident, reasonable suspicion and random drug and alcohol testing
- Non DOT & DOT physicals
- Wellness testing
- Titer testing
- Adverse action management services

Most important metrics to clients:

- Customer service
- Technology/23 pre-defined integrations
- Competitive pricing
- Turnaround time
- Custom reporting

13. IntelliCorp

Website: www.intellicorp.net

IntelliCorp has a tradition of excellence in pushing the boundaries of what is possible through data, analytics, and research to help clients recruit quality employees and create a compliant screening program. We provide comprehensive background screening, compliance information and sample forms, a dynamic service model, industry leading turnaround times, and flexible integration options. A Verisk Analytics (Nasdaq:VRSK) business, IntelliCorp is accredited through NAPBS and

understands the importance of promoting a safe work environment for your business.

Services:

- Validated criminal searches
- Validated former last name criminal options
- Civil searches
- Credit reports
- Drug testing
- Education/employment verifications
- E-Verify/Form I9
- Government sanctions
- International searches

- FACIS
- Medical license verifications/sanctions
- Motor vehicle reports (MVRs)
- Professional references
- SSN verifications/address history
- Technical integration solutions

Most important metrics:

- Report accuracy
- FCRA compliance
- Turnaround times
- Customer service
- Privacy and security
- Quality assurance

Overall Ranking

Provider	Overall Ranking
1. Universal Background Screening	476.42
2. Aurico, a CareerBuilder Company	471.94
3. Peopletrail	470.63
4. CSS, Inc.	469.66
5. Employment Background Investigations, Inc. (EBI)	459.46
6. MBI Worldwide	456.47
7. Sterling Talent Solutions	456.43
8. GoodHire	453.82
9. ESS (Employment Screening Services)	451.68
10. Asurint	450.56
11. Info Cubic LLC	447.42
12. Global HR Research	432.56
13. IntelliCorp	432.09

2016 HRO Today Magazine

Breadth of Service

Provider	Breadth of Service
1. Sterling Talent Solutions	13.33
2. CSS, Inc.	11.81
3. Aurico, a CareerBuilder Company	11.72
4. Universal Background Screening	11.57
5. Employment Background Investigations, Inc. (EBI)	11.36
6. Asurint	10.72
7. Global HR Research	10.06
8. Info Cubic LLC	9.94
9. Peopletrail	9.92
10. ESS (Employment Screening Services)	9.61
11. MBI Worldwide	9.36
12. GoodHire	8.46
13. IntelliCorp	8.40

2016 HRO Today Magazine

Size of Deals

Provider	Size of Deals
1. Asurint	5.78
2. Sterling Talent Solutions	5.17
3. Peopletrail	4.50
4. Global HR Research	4.38
5. Employment Background Investigations, Inc. (EBI)	4.36
6. Universal Background Screening	4.07
7. IntelliCorp	3.87
8. CSS, Inc.	3.81
9. Info Cubic LLC	3.69
10. ESS (Employment Screening Services)	3.59
11. Aurico, a CareerBuilder Company	3.52
12. GoodHire	3.31
13. MBI Worldwide	3.18

Quality of Service

Provider	Quality of Service
1. Universal Background Screening	216.14
2. Peopletrail	214.58
3. Aurico, a CareerBuilder Company	214.07
4. CSS, Inc.	212.81
5. MBI Worldwide	208.73
6. GoodHire	208.15
7. Employment Background Investigations, Inc. (EBI)	208.14
8. ESS (Employment Screening Services)	206.11
9. Sterling Talent Solutions	204.83
10. Asurint	203.94
11. Info Cubic LLC	203.78
12. IntelliCorp	197.67
13. Global HR Research	196.38