

2010 Baker's Dozen Customer Satisfaction Ratings: Top Screening and Assessment Providers

The rankings contained within the Baker's Dozen for Screening and Assessment, and other service areas in *HRO Today* are based on customer survey data. The indices result from a multi-step process. *HRO Today* identified the top screening and assessment providers. Our survey research team then asked providers to identify customers to be surveyed. Using the *HRO Today* database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the *HRO Today* database and analyzed to score

each provider having a statistically significant sample. For this survey, we received feedback from more than 125 verified customers. The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of *HRO Today* staff. We only provide a methodology, and we do not claim that our methodology is the only viable ratings program available; we do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

Company	No. of Individuals Screened in 2009	URL
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1 Aon Hewitt

More than 8 million

www.aonhewitt.com

Aon Hewitt is a global provider of human capital consulting and outsourcing solutions with more than 29,000 professionals in 90 countries. The company partners with organizations to solve their most complex benefits, talent, and related financial challenges, and improve business performance. Aon Hewitt designs, implements, communicates, and administers a wide range of human capital, retirement, investment management, health-care, compensation, and talent management strategies.

Clients: N/A

Services:

- Applicant Profile®
- REPevaluator®
- Realistic Job Preview
- Telephone Assessment Program (TAPS)
- Global Assessment and Talent Engine™ (G.A.T.E.)
- Applicant Central®
- A full range of employment outsourcing services for recruitment, screening, assessment, interviewing, and onboarding.

Most important metrics: Retention, performance, sales, and service.

2 Employment Background Investigations (EBI)

More than 1 million

www.ebiinc.com

Employment Background Investigations, Inc. (EBI) is a single-source provider of background screening, drug testing, occupational health-care, and post-hire screening solutions in more than 200 countries and territories worldwide. With 16 years of experience, EBI specializes in the development and implementation of global and domestic employment, temporary staffing, contractor, and volunteer screening programs that can be specifically tailored to meet each of our client's objectives. Through our "Just One" solutions, we provide due diligence and risk mitigation tools to help minimize negligent hiring and workplace violence while at the same time maintaining strict compliance with applicable regulations. EBI's proprietary technology provides maximum data security and streamlines HR processes and provides clients with the ability to make better, safer, and more cost-effective hiring decisions.

Baker's Dozen: Screening and Assessment

Company

No. of Individuals Screening in 2009

URL

Clients: N/A

Services:

- Social security number traces
- Credit reports
- Paperless form I-9, E-Verify and compliance auditing
- County, statewide, and federal criminal records
- National criminal research database search
- Civil records
- Sex offender registry
- National wants and warrants
- Motor vehicle records
- CDLIS
- Global homeland security search (OFAC)
- Healthcare sanction reports (OIG/GSA)
- Workers compensation histories
- Fingerprinting
- Employment verifications
- Education verifications
- Credential, licensing, and military verifications
- Professional references
- International criminal records
- Verifications
- Drug testing
- Occupational healthcare

Most important metrics: Level of customer service which includes dedicated account management and a partnership approach; overall knowledge and expertise of the industry and compliance; worldwide capabilities; screening solutions and services accessed from a single, flexible, cutting-edge technology platform; accuracy; and fast turn-around time.

3 TalentWise

(formerly Intelius Screening Solutions)

1.2 million

www.talentwise.com

TalentWise offers businesses on-demand, comprehensive, and affordable screening and onboarding solutions that help make HR, staffing, and recruiting professionals' lives easier. We help our clients drive greater quality from their recruitment-to-hire processes through our affordable, comprehensive and flexible technology that increases productivity and improves compliance. TalentWise serves more than 3,000 satisfied clients of all sizes and industries throughout North America.

Clients: N/A

Services:

- County criminal search
- Statewide criminal search
- Multi-state instant criminal search
- Federal criminal search
- National sex offender registry check
- SSN verification
- Address history search
- Education, employment, and credential verification
- License verification (including CDL)
- DOT regulated solutions
- Exclusion lists (OIG/GSA, FDA debarment, OFAC database)
- Reference checks
- Credit checks
- Driving records (DMV/MVR) checks
- Drug, alcohol and physical fitness testing
- Skills testing and behavioral assessments
- Fingerprinting
- New hire forms automation (including form I-9 verification with E-Verify)
- International criminal and driving records searches
- International verification (education and employment)
- Workers' compensation search
- Adverse action letters
- Eligibility determination
- Adjudication services
- Integrations with most leading applicant tracking systems including Taleo, iCIMS, Bond, Bullhorn, HealthcareSource, and FastRecruiting.net

Most important metrics: Screening turn-around time; applicant hit rate (criminal or drug); cost per applicant screened; verification completion rate (employment and education); percentage of issues resolved; rate of responsiveness; customer satisfaction (TalentWise uses the Net Promoter Score system); and service up time (SaaS).

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URL

4 Universal Background Screening, Inc.

127,000

www.universalbackground.com

Universal Background Screening is a national provider of employment background screening solutions. The company consults with employers to create customized screening programs that enhance security, reduce liability, and improve productivity and cost savings in the candidate selection and hiring process. Clients site Universal for personal customer service, reflected in a 99.8 percent customer satisfaction rating and account retention rate of 96 percent over the past three years.

Clients: N/A

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
- Credit reports
- Driving records
- Drug testing and employment physicals
- Electronic Form I-9/E-Verify
- Adverse action and related compliance management solutions
- Pre-integrated solutions including HealthcareSource Position Manager, Taleo Business Edition, and Oracle PeopleSoft.

Most important metrics: Customer service, turnaround time, accuracy and thoroughness of information, state and federal compliance, solutions tailored to client specifications, and integration capabilities.

5 Corporate Screening Services, Inc.

250,000

www.corporatescreening.com

Corporate Screening Services, Inc. is a global provider of background screening and HRO related solutions. As a leading consultant to some of the nation's top employers, Corporate Screening combines innovation, state-of-the-art data gathering technology, and in-depth examination and analysis making our brand unique to the screening industry. Headquartered in Cleveland, Ohio, Corporate Screening utilizes a professional staff of 73 analysts and consultants to offer customized solutions specifically tailored to solve the customer's unique screening challenges.

Clients: N/A

Services:

- SSN trace/identification searches
- Court record searches including criminal and civil at federal, county, and municipal courts
- Statewide criminal records
- Fingerprinting
- National criminal database searches
- Sexual offender registry checks
- Motor vehicle record checks
- Credit reports
- Employment, education, and professional license verifications
- International checks
- News media searches
- U.S. and international government database searches
- Drug testing
- Employment physical examinations
- Immunization tracking
- Electronic I9 form completion and EVP
- Consumer-funded/self-service background screening portal
- System integration technology
- Compliance services
- Screening program assessments (SPA)

Most important metrics: Client satisfaction rating; mean and median turnaround time; percent decrease in outliers; accuracy rating; customer attrition; hit-to-search ratio; support response time; and trending reports.

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6 Verifications, Inc.

1 million

www.verificationsinc.com

Verifications, Inc. has strived to provide the highest value to employers since 1987. We offer comprehensive background screening, substance abuse and occupational health service assessments, and onboarding on a native technology platform. Our focus on superior customer service, industry leading compliance practice and creation of positive applicant experiences make us a strategic partner. This ensures our clients' new hires are transitioned from selected candidate to productive employee as efficiently as possible.

Clients: N/A

Services:

- County, statewide, federal and international criminal background investigations
- Academic, employment, Social Security Number (SSN), and professional license verifications
- SSN and national criminal record locator traces
- Driving records checks
- Government watch list checks
- Drug and alcohol testing
- Physical examination management services
- Assessment testing
- Web-based reference checking
- Electronic fingerprinting
- Electronic Form I-9 processing
- E-Verify legal right-to-work checks
- Automated onboarding
- Employment screening consulting

Most important metrics: Customer service, compliance, accuracy, time to hire, turnaround time, percentage of hits/clears, and value provided.

7 LexisNexis

More than 12 million

www.lexisnexis.com

LexisNexis screening solutions help protect the reputation of organizations by staying compliant and identifying risks associated with screening individuals. LexisNexis offers the most advanced technology and comprehensive data solutions to easily and quickly decide about applicants. We support our user-friendly screening solutions with service excellence, compliance updates and best practices that drive efficiencies into workflow and maximize the value of spend. Our experience of more than 30 years supplying innovative screening answers to organizations of all sizes around the world provides proven insight, speed, and accuracy. Our employment screening product is endorsed by the ABA, the ACA and the NFA and has received Safety Act Secure designation by the Department of Homeland Security.

Clients: N/A

Services:

- Identity verifications
- Criminal record searches
- Global sanction searches
- Digital drug testing
- Form I-9 Employment Eligibility Verification (EEV)
- Fingerprint screening
- Occupational health services (physicals and inoculations for ready-to-work)
- Education, employment and reference verifications with behavioral assessments
- DOT services (Driver Qualification Files and electronic paperwork management)

Most important metrics: Service satisfaction, turnaround times, data accuracy, solution capabilities, and compliance guidance.

8 First Advantage

9.5 million

www.fadv.com

First Advantage provides a comprehensive suite of talent acquisition solutions specifically designed to help reduce the time and cost associated with recruiting, applicant tracking, candidate screening, and ongoing retention processes.

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Clients: N/A

Services:

- Global background screening
- Contractor screening
- Ongoing employee screening
- I-9/E-Verify services
- Substance abuse testing
- Fingerprinting
- Search engine optimization
- Social sourcing behavioral and skills assessments
- Tax credits
- Incentives screening
- Employment and income verification
- Workplace services/employee assistance programs
- Transportation screening
- Driver qualification systems
- Criminal reports SSN verifications
- NationScan national criminal database search
- Federal criminal records
- Statewide criminal records
- State and federal civil records
- Education verification
- Employment verification
- International searches
- Motor vehicle records
- Professional license verification
- Office of Foreign Assets Control (OFAC) checks
- Terrorist searches

Most important metrics: Turnaround time, results and reporting quality, system up-time, adherence to service level agreements, client services responsiveness, client satisfaction, and integrated screening results.

9 Acxiom

2.5 million

www.acxiom.com

A pioneer in the employment screening industry, Acxiom can offer its 40 years of experience. We are committed to accommodating your evolving background screening and drug testing needs with the latest technology options and a fully diligent solution which helps to ensure the most consistent, legally-insulating background screening program possible. Acxiom provides multi-layer, 100 percent in-person/real time FCRA-compliant reports including but not limited to criminal record checks, credit reports and driving records. These services, in combination with others such as employment, education and professional license verifications, aid businesses in reducing turnover and shrinkage, decreasing training costs and increasing productivity while protecting the integrity of the companies utilizing them. Acxiom provides the highest hit rates and most comprehensive compliance support available. It's a customer-centric approach to background screening, allowing the most accurate information and secure technology available to protect sensitive employee data.

Clients: N/A

Services:

- County criminal record checks
- TRUSST™
- Statewide criminal record checks
- Federal record checks
- Civil record checks
- Motor vehicle record checks
- Credit reports
- ID verification/social security trace reports
- Employment verifications
- Education verifications
- Professional license verifications
- International checks
- National criminal database searches
- Sexual offender registry checks
- Media searches
- Suspected terrorist watch list checks
- Federal exclusion list searches (OIG/GSA, FACIS, DEA & NPDB checks)
- Drug testing services
- Fingerprinting services
- I-9 verifications
- Workers' compensation checks
- UCC filings
- Tax liens
- National corporation checks
- Insurance verifications
- Secretary of state checks
- Fictitious business name checks
- Federal bankruptcy checks
- State bankruptcy checks
- Address discrepancy services
- Applicant scoring services
- Adverse action fulfillment services
- Acxiom I-Check™

Most important metrics: Hit rate/data quality, turnaround time, client retention, and customer service response time.

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10 Pre-employ.com, Inc. Pre-employ.com provides a complete suite of screening services, many of them at no cost. I-9 verifications, drug testing and background check services are the most popular with our clients. Our cutting-edge technology allows us to lower prices in this economy. Clients: N/A Services: <ul style="list-style-type: none">• Background checks• Drug testing• I-9, E-Verify Verification• Unemployment claims management• Business tax incentives• Contractor, volunteer screening• Incoming employment pay-rate call verifications Most important metrics: Price, free services, and services.	2.4 million	www.pre-employ.com
11 Accurate Background, Inc. Accurate Background offers a variety of pre-employment screening services to organizations of all sizes nationwide and globally. We provide customized background screening programs, web-based applications, and integrated technology through partnerships with a number of leading applicant tracking system providers. We offer scalability while maintaining commitment to integrity, accuracy, and timely results. Accurate Background provides the tools to make safer hiring decisions through comprehensive reports, interactive compliance services, and intuitive, easy-to-use technology. Through expert leadership and a commitment to quality information, we have illustrated our ability to meet the needs of our clients in employment screening, vendor certification and fraud prevention. Clients: N/A Services: <ul style="list-style-type: none">• Electronic compliance services• Online candidate entry tools• Integration with ATS/HRIS technology• Advanced reporting/user management capabilities• Accurate I-9 electronic storage, collection and verification• Solutions by industry• Vendor management program• Fingerprinting services• SSN verification and address locators• County, statewide, federal, and nationwide criminal searches• Sex offender registry searches• International criminal searches• International and domestic education verifications• International and domestic employment verifications• International and domestic consumer credit reports• International and domestic motor vehicle reports• Drug screening• OFAC and basic terrorist searches• Professional and personal references• Professional license verifications• County and federal civil searches Most important metrics: Turnaround time, data integrity, price, overall client satisfaction, and global capabilities.	2.65 million	www.accuratebackground.com
12 Global HR Research Global HR Research delivers the most advanced, intuitive screening and assessment technology in the industry to help companies around the world find, select, assess, screen, and hire quality candidates—in less time with less risk than ever before. Our fully integrated screening and recruitment platforms are customized to each client's exact needs. By merging talent acquisition, talent management, and talent screening together in innovative ways, managing your hiring workflow has never been easier or more efficient.	690,000	www.globalhrresearch.com

Company

No. of Individuals Screened in 2009

URL

Clients: N/A

Services:

- Fingerprint management solution
- County and federal criminal checks
- Statewide criminal checks
- Database criminal records checks
- CourtConnect criminal records checks
- License verifications
- Verification of employment and education
- Terrorist watch list and sanctions checks
- Drug and health screening
- Global background screening
- Risk scoring
- Adverse action management services
- Exit interview services
- Vendor credentialing
- Custom screening solutions for retail, banking, healthcare, and volunteer
- Talent management and assessment solutions

Most important metrics: Quality and accuracy of results, fast turn-around time, dedicated customer service teams, advanced screening technology, pre-integrated platforms, completion of education and employment verifications, and continual advancements in technology.

13 Sterling Infosystems, Inc.

7 million

www.sterlinginfosystems.com

As the fourth largest background screening company in the U.S. with more than 1,000 employees globally, Sterling occupies a unique position in the marketplace. We focus entirely on employment-related screening services. We have chosen to strategically focus on our core competencies within employment screening and have therefore been at the forefront of such innovations as electronic court record retrieval and electronic drug testing. Utilizing our proprietary technology Court Direct™, capturing data from primary source jurisdictions through court integrations reduces costs while also reducing turn around time to an average of fifteen hours on a national basis. Defined process and eliminating waste through our ISO documentation and Six Sigma approach increases efficiencies, streamlines processes, and saves money.

Clients: N/A

Services:

- Social security trace/address verification
- Criminal conviction searches (county, state, federal)
- National criminal database search
- Consumer credit report
- Department of motor vehicle search
- Due diligence searches
- Drug testing (blood, urine, breath, hair, oral fluid)
- Education verification
- Employment verification
- Finger printing
- Fraud and abuse control information system (FACIS) search
- I-9 Verification/Es-Verify
- International background checks
- Investigative reporting
- National practitioner data bank
- Office of inspector general (OIG) search
- Personal/professional references
- Professional license verification
- Sex offender search
- Skills assessment
- Student screening
- Targeted tax credits
- Terrorist watch list/office of Foreign Assets Control (OFAC) search
- Workers' compensation search

Most important metrics: Turnaround time and defect-free delivery rate.