

# 2011 Baker's Dozen Customer Satisfaction Ratings: Employee Screening

The rankings contained within the 2011 Baker's Dozen Customer Satisfaction Ratings Employee Screening, 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 employee screening 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 700 verified customers (see page 4 for more details). 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.

### 1. Universal Background Screening, Inc.

**Web site:** [www.universalbackground.com](http://www.universalbackground.com)

**No. of candidates screened in 2010:** 180,000

Universal Background Screening is a leading national provider of employment background screening solutions. Our services include comprehensive criminal background checks, verifications, drug tests, physicals, and compliance management services. Universal consults with its clients to create customized screening programs that enhance security, reduce liability, and improve productivity and cost savings in the candidate selection and hiring process.

**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 and employment physicals

- Electronic form I-9/E-Verify services
- Adverse action and related FCRA compliance management solutions
- Pre-integrated solutions

**Most important metrics:**

- Personal customer service
- Turnaround time to complete requests
- Accuracy and thoroughness of information reported and verified
- Compliance with FCRA and applicable state laws
- Solutions tailored to individual client specifications and business processes
- Integration capabilities

### 2. FirstPoint Background Screening Resources

**Web site:** [www.firstpointresources.com](http://www.firstpointresources.com)

Since 1906, FirstPoint has offered a full array of background screening services. In addition, our technology integration solutions provide both privacy of information and relief from multiple data entry points for today's busy HR professionals. FirstPoint Background Screening is one of only 20 background

screening firms in the United States to receive accreditation from the Background Screening Credentialing Council of the National Association of Professional Background Screeners.

**No. of candidates screened in 2010:** 400,000

**Services:**

- Social security trace
- Social security verification
- County, state, and federal criminal search
- National/multi-state criminal search
- National sex offender registry search
- Healthcare sanctions search
- Government watch list checks
- Fingerprinting
- Drug testing
- Employment, education, and credentialing verifications
- Reference, driving records, and physical exam checks
- Credit reports
- Skill and behavior assessments
- HealthHire CNA assessment testing
- International criminal search
- International verifications
- DNA testing

- Blood alcohol testing
- Internet I-9 form/E-Verify
- Pre-adverse and adverse action compliance package
- ATS integration

## Most important metrics:

- FCRA and state law compliance
- Ongoing customer satisfaction survey ratings
- Turnaround time management
- Data quality
- Customized solutions
- Client retention rate
- Integration capabilities

### 3. SecurTest, Inc.

**Web site:** [www.securtest.com](http://www.securtest.com)

SecurTest, Inc. helps protect the U.S. government and public and private employers through its patented background screening solutions. Unique to iReviewNow is our patented system, which allows the subject or consumer see his or her report instantly to authenticate or identify inaccuracies before erroneous reports negatively impact hiring our security clearance decisions. Our 34 years of experience supplying innovative screening solutions provides consumers with self-accuratized reporting, speed, insight, and compliance support. Our system not only follows the EEOC's current regulations but solves their concerns being addressed in ongoing hearings. The U.S. Military relies on SecurTest to deliver thousands of background reports a day to insure that our nation's military personnel, vendors, and visitors are safe. We hold the Safety Act Secure Designation by the Department of Homeland Security.

## No. of candidates screened in 2010:

More than 331,000

## Services:

- Global background screening
- iReviewNow patented compliance system
- Criminal record searches (state, county, and federal)
- Contractor and vendor screening
- Identity verifications
- Global sanction searches
- SecurHomeland national database search
- Drug testing
- Form I-9
- Education, employment and reference verifications using SecurVerify
- Biographical assessments
- Driving and transportation screening

## Most important metrics:

- Only patented compliance system that allows consumers to accuratize reports in real time, mitigating, if not eliminating EEO and FCRA disputes or lawsuits
- Reports that are validated by the courts and consumer
- Real-time daily audits
- Bilingual customer service with no hold time
- Swift turnaround time

### 4. TalentWise

**Web site:** [www.talentwise.com](http://www.talentwise.com)

TalentWise is the leading provider of hiring process management (HPM) solutions for forward-thinking HR, staffing and recruiting professionals at more than 3,000 companies throughout North America. Our fully-compliant, highly-configurable employment screening and on-boarding products include: background checks; social media screening; paperless drug screening; skills/behavioral

assessments; new hire forms; employment eligibility verifications (E-Verify); hiring credits/incentives; and integrations with most leading applicant tracking systems.

## No. of candidates screened in 2010: 1.5 million

## Services:

- SSN verification
- Address history search
- County, statewide and federal criminal search
- County and federal civil search
- National sex offender registry check
- Social media screening
- Drug and alcohol screening
- Form I-9/E-Verify
- New hire forms
- Skills testing
- Behavioral assessments
- Hiring credits and incentives
- Contingent labor screening
- Applicant track system integrations
- Industry regulated solutions
- Healthcare integrity and protection database (HIPDB) search
- National practitioner database (NPBD) search
- FACIS (Levels I, II and II)
- OIG/GSA search
- FDA debarment search
- International screening
- Education and employment verifications
- Credential and license verifications
- Driving records (DMV)
- Commercial drivers license information system (CDLIS) search
- DOT program management
- 24/7 post-accident testing
- Reference and credit checks
- Fingerprinting
- Exclusion lists
- Global watchlists
- Eligibility recommendation

- Workers' compensation searches
- Adverse action letters
- Adjudication services

**Most important metrics:**

- Screening turnaround 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

### 5. EmployeeScreenIQ

**Web site:** [www.employeescreen.com](http://www.employeescreen.com)

EmployeeScreenIQ is a global pre-employment screening company. Our comprehensive research techniques produce thorough, accurate background checks and screening reports that meet the unique needs of our clients and the standards of federal and international employment background check guidelines.

**No. of candidates screened in 2010:** 571,570

**Services:**

- Social security number trace
- Pre-employment credit report
- Homeland security check
- Federal bankruptcy searches
- I-9 services
- Standard motor vehicle record
- Commercial driver's license information systems (CDLIS)
- National drivers registry (NDR)
- Department of transportation (DOT) drivers records
- County criminal record search
- National criminal record check
- Federal criminal court record search

- Fingerprinting services
- Sex offender registry
- IQReview
- Statewide criminal record search
- Civil record search
- Education and employment verifications
- Employment verifications
- Professional license verification
- Military service record verification
- Workers compensation claims
- Reference interview
- FAA pilot certifications/PRIA record
- Financial sanctions check
- Substance abuse screening
- Global screening services

**Most important metrics:**

- Criminal record finds
- Discrepancy rates
- Client retention rate
- NAPBS accreditation

### 6. General Information Services, Inc. (GIS)

**Web site:** [www.geninfo.com](http://www.geninfo.com)

Since 1966, GIS has been a source for corporate background screening, recruiting, hiring, and on-boarding solutions. GIS' commitment to innovation and customer service has led to the creation of a variety of services to meet each client's exact screening needs, including credentialing management and screening solutions, a platform for vendor/contractor and non-employee screening, and the Pangea applicant entry portal for high-volume screening. In addition, GIS offers a dedicated interface team for third-party HRIS/ATS integration and our own Pangea talent acquisition suite for clients that need e-recruitment/applicant tracking solutions. Regardless of industry, GIS has the experience and technology to deliver the right screening solution.

**No. of candidates screened in 2010:** 3.6 million

**Services:**

- Criminal history
- KwikScreen national criminal database
- Ongoing criminal monitoring
- Fingerprinting
- Verifications and references
- Identity verifications
- Credit reports
- Motor vehicle records
- Drug testing
- International screening and verifications
- Extensive industry specific screening and services for highly regulated industries
- CredentialScan (professional license/credential management system)
- NRMA retail theft database
- Electronic I-9 form/E-Verify
- Pangea talent acquisition suite
- Pangea on-boarding
- Pangea for insurance
- Attending physician statements
- Life inspection reports
- Tax credits and incentives

**Most important metrics:**

- Client satisfaction
- Client service
- Value-added services and overall program performance
- Ongoing support
- Quality assurance and turnaround time
- Compliance knowledge

### 7. Global HR Research (GHRR)

**Web site:** [www.globalhrresearch.com](http://www.globalhrresearch.com)

Global HR Research (GHRR) is a total HR solutions provider delivering talent screening and acquisition solutions to customers from four locations in the United States and Europe. GHRR offers