

2014 Baker's Dozen Customer Satisfaction Ratings: Background 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.

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. Aurico Reports, Inc

Website: www.aurico.com

Aurico Reports, Inc. has been engaged in pre- and post-employment background screening and drug testing since 1991, and has built a reputation for exceptional customer service, progressive research processes, and agile technology.

Services:

- Criminal and civil background checks (pre- and post-employment)
- Driver's history reporting
- Pre-employment credit checks
- Employment and education verifications
- Drug testing (pre-employment, random, ongoing, post-accident, reasonable suspicion, DOT, MRO, electronic chain of custody)
- Occupational health services
- Fingerprinting
- Whistleblower program
- Exit interviews
- M&A due diligence
- Full adverse action management
- Electronic adjudication/policy settings
- Electronic file cabinet
- Batch processing
- Multi-lingual platform
- Electronic signature options
- ATS integration

Most important metrics:

- Strict care research methodologies
- Turnaround times
- System uptime
- Invoice accuracy
- Customer service

2. Employment Background Investigations (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 is one of the 10 largest background-screening firms in the country. EBI specializes in the development, implementation, and management of comprehensive and customized employment screening programs for over 5,000 clients in over 200 countries and territories worldwide.

EBI is accredited through the National Association of Professional Background Screeners (NAPBS) Background Screening Agency Accreditation Program. EBI is the only NAPBS accredited background screening firm in the world to hold both an ISO 27001:2005 Certification for information security and an ISO 9001:2008 certification for quality management.

Services:

- *Criminal public records services:* criminal county and state; NCRD; national warrants; prison inmate searches federal and state; sex offenders search national, criminal and state.
- *Federal public records services:* federal bankruptcy; federal civil records district; federal criminal records district and statewide; fingerprint management
- *Verifications:* credentials, licenses and board certifications; education; employment; motor vehicle; DOT/CDL; military; references
- *Identity and credit services:* social security number; credit report
- Civil public records services county and district
- *Healthcare services:* adult and child abuse registries; DEA; FDA; healthcare sanctions; ECFMG certification; NPDB/HIPDB
- International screening services
- *Employment eligibility:* paperless form I-9 solutions and E-Verify; I-9 compliance auditing; BSV
- Drug and alcohol testing
- Occupational healthcare solutions
- *Random selection services:* pre-employment testing; just-cause/reasonable suspicion testing; return-to-duty testing; drug and alcohol emergency services hotline; on-site events testing; mobile testing; MRO services; wellness programs; one-time clinic setup administration

Most important metrics:

- Improved productivity and accuracy
- Improved compliance
- Customer service

3. Asurint

Website: www.asurint.com

At Asurint, *always ahead* is the philosophy of our culture. Every member of our team is committed to the engineering of background screening products and services that do more than compete; they redefine their category. Asurint is the developer and designer of an integrated system of background screening products that serve public and private corporations as well as government entities. Our products are delivered to clients via the web, portal, or integrated with other HR technologies.

At Asurint, we understand that sophistication of technology and quality of support and service must be in equal balance. The intuitive Asurint interface is engineered to anticipate needs and answer questions before they are asked. Our reporting system blends a personalized set of alerts and notifications.

Services:

- SSN verification
- National criminal database
- Single county search
- Statewide criminal search
- National sex offender registry
- County civil (upper and lower)
- Federal criminal
- Federal civil
- Motor vehicle records
- Vehicle registration
- Commercial driver's license information system (CDLIS)
- PSP DOT crash and inspection report
- DOT employment verification
- Employment verification
- Education verification
- Personal references
- Professional references
- Professional license
- FACIS (medical sanctions)
- Patriot Act/OFAC (OIG/GSA/terrorist watch list, etc.)
- Employment credit
- Tenant credit
- Worker's compensation
- E-Verify (electronic I-9)
- Pre-adverse and adverse action letters
- Lab based drug testing
- Instant drug testing kits
- Fingerprinting

Most important metrics:

- System availability
- Turnaround time
- "Able to verify" rate for employment, education and license verifications
- Customer satisfaction
- Communication on deployments, new features, and functionality

4. PeopleG2

Website: www.peopleg2.com

Founded in 2001, PeopleG2 is one of the top human capital due diligence service provider firms in North America, leveraging proprietary processes and tools to serve clients' risk management needs and support their most strategic people-related decisions. Drawing on the military intelligence-gathering term G2, PeopleG2 proactively and systematically conducts discovery on both the potential sources of value and the potential concerns that accompany human capital assets. The company focuses on each customer's unique business needs as a flexible, hands-on provider.

Our mission is to lead with innovative services and solutions in a way that always generate sustainable business value for customers. PeopleG2 is intentionally countering the "commoditization and end-to-end automation trend" which dominates this industry. We believe that human judgment, critical thinking, deep knowledge of the customer's needs, and real human conversations are all essential parts of the business value equation in this industry.

Services:

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|---|---|---|
| <ul style="list-style-type: none"> • Background check notification • Bankruptcy report • Business credit search • County civil and criminal search • Credit report • Driving history report • Education and employment verification • Eviction reports • Federal criminal and civil search • FACIS search | <ul style="list-style-type: none"> • I-9 verification (e-Verify) • Medical disciplinary search • National security and abuse registry search • 50 state sex offender search • Nationwide wants and warrants • National instant criminal search • OFAC SDN • Professional license verification • Social security search/address verification • Statewide criminal search | <ul style="list-style-type: none"> • Subject report by mail • Workers compensation report • Drug testing • Pre-employment physical (Non DOT) <p>Important client metrics:</p> <ul style="list-style-type: none"> • Results Time • Eliminate double entry • Accuracy • Customer Service and Support • Reporting • Electronic drug testing |
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5. IntelliCorp Records, Inc.

Website: www.intellicorp.net

Intellicorp Records, Inc., is a provider of comprehensive background checks and employment screening solutions for businesses and nonprofit organizations. A Verisk Analytics (Nasdaq:VRSK) business, IntelliCorp is accredited through the National Association of Professional Background Screeners (NAPBS). Clients benefit from industry-leading data, easy-to-use services, personalized customer service, and training and compliance education. IntelliCorp's customer-driven solutions and flexible system architecture allow for simple integration into multiple platforms. A robust operational framework and infrastructure of guiding principles and industry best practices demonstrate IntelliCorp's steadfast commitment to compliance with federal and state requirements pertaining to background screening.

Services:

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Validated criminal searches • Validated former last name criminal searches • Civil searches • Credit reports (business/peer) • Drug testing • Education/employment verifications • E-Verify/Form I9 • Former last name criminal searches • Government sanctions (Terrorist (OFAC), DDTC, AECA, BIS) • International searches • FACIS | <ul style="list-style-type: none"> • Medical license verifications • Motor vehicle reports (MVRs) • Payroll verification • Professional licenses • Professional references • SSN verifications: SSN verification with address history and consent-based SSN verification (CBSV) • Technical integration solutions: XGS (XML Gateway Service), applicant self-service portals, and batching | <p>Important client metrics:</p> <ul style="list-style-type: none"> • FCRA compliance • Report accuracy • Quality assurance • Turnaround times • Customer service • Privacy and security |
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6. 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 and employment physicals
- Electronic form I-9/E-Verify services
- Adverse action and related FCRA compliance management solutions

- Pre-integrated solutions with leading talent management platforms, including HealthcareSource Position Manager, Oracle PeopleSoft, Taleo Enterprise Edition, and Taleo Business Edition

Most important metrics:

- Personalized customer experience
- Turnaround time
- Accuracy
- Compliance with FCRA and applicable state laws
- Integration capabilities

7. Global HR Research

Website: www.GHRR.com

Global HR Research gives companies a comprehensive set of tools to help them make better hiring decisions, faster. Whether organizations are conducting routine pre-hire screenings for mostly similar job categories or they're handling complex enterprise hiring and assessments in a compliance-driven industry, Global HR Research offers unmatched adaptability, experience, and customer service. Global HR Research's US headquarters is located in Fort Myers, Florida, with offices in Minnesota, Pennsylvania, Illinois, New Hampshire, and Europe.

Services:

- Social security trace
- National criminal databases
- 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 & Non FICO)
- Non DOT & DOT employment verification
- Education verification

- Professional/personal reference
- 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

Important client metrics:

- Customer service
- Technology/integration
- Competitive pricing
- Turnaround time
- Custom reporting

8. TalentWise

Website: www.TalentWise.com

TalentWise is a technology company that has completely transformed one of the most critical tasks that every company depends upon for success—hiring new employees. TalentWise automates the hiring process from start to finish with compliance built in, allowing HR to manage offer letters, screening, and onboarding with just a single solution.

TalentWise has simplified the hiring process, from the time HR offers a candidate a position to a new hire's first day on the job. HR can manage hiring tasks electronically, including offer letters, background checks, drug screening, E-Verify, new hire forms including I-9, W-4, state tax withholding, and more. It's delivered via Software-as-a-Service (SaaS) so it's available online.

Services:

- Electronic application & offer letters
- Occupational health screening
- Electronic government/corporate new hire forms
- Employment eligibility verification (form I-9/E-Verify)
- SSN verification
- County, statewide, and federal criminal search
- Multi-State instant criminal search
- County and federal civil search
- National sex offender registry check
- Extended workforce screening
- Random screening
- Rapid drug testing
- Applicant track system integrations
- Industry regulated solutions
- Healthcare Integrity and Protection Database (HIPDB) search
- National Practitioner Database (NPBD) search
- FACIS (Levels I, II and III)
- OIG/GSA Search
- FDA debarment search
- International screening
- Education and employment verifications
- Credential verifications
- License verification and DMV records
- DOT and alcohol testing
- Physical examination and medical services
- 24/7 post-accident testing
- Reference and credit checks
- Global watchlists
- Eligibility recommendation
- Workers' compensation searches
- Adverse action letters
- HR process assistance: candidate questionnaire; eOffer; background screening; occupational health screening; government and corporate forms; and employment eligibility verification (E-Verify)

Important client metrics:

- Customer satisfaction/net promoter score system
- Candidate and new hire user satisfaction
- Screening turn-around time
- Cost per applicant screened/hired
- Verification completion rate (employment and education)

9. Verified Person

Website: www.verifiedperson.com

Verified Person Inc. is a full-service background screening company for employment. We are nationwide, provide international screening, drug testing, I-9 Verification/E-Verify and multiple integrations with applicant tracking systems and HRIS systems.

Services:

- Social Security number verification
- State and county criminal search
- Nationwide criminal search
- Federal criminal search
- Ongoing criminal screening
- Education verification
- Employment verification
- Professional license verification
- Enhanced OIG and GSA list screening
- Healthcare sanctions search
- Pre-employment credit history
- Enhanced sex offender search
- Motor vehicle records
- Reference checks
- Workers compensation
- U.S. government terrorist watch list search
- Drug screening
- Global screening
- Civil court search
- I-9 verification/E-Verify

Most important metrics: N/A

10. PreCheck Inc.

Website: www.PreCheck.com

PreCheck is a leading provider of background screening and employment qualification services for the healthcare industry. Since 1993, we have focused on providing healthcare organizations with comprehensive information and solutions that ensure ongoing safety of patients and staff, optimize human capital potential, and enhance their ability to manage the integrity of their programs. PreCheck is an accredited background screening firm by the National Association of Professional Background Screeners.

Services:

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| <ul style="list-style-type: none"> • Electronic application • Positive identification search • Maiden/AKA name search • County, statewide, and federal criminal search • County and federal civil search • National/multi-state criminal search • International criminal search • National Sex Offender Registry search • Healthcare industry specific background check packages • International screening • Healthcare exclusion and sanctions screening • Government watch list checks | <ul style="list-style-type: none"> • OIG/GSA search • FDA debarment search • Healthcare Integrity and Protection Database (HIPDB) search • National Practitioner Database (NPDB) search • Education & employment verifications • Credential and licence verifications • Reference checks • Credit reports • Driving records checks • News media searches • Drug and alcohol testing • DOT program management • Random drug testing solutions | <ul style="list-style-type: none"> • Medical Review Officer (MRO) services • On-site drug test collection services • Employment verification outsourcing solution • Ongoing healthcare license verification service • Web-based I-9 processing service with E-Verify check • Adverse action management services • Integration with most applicant tracking systems <p>Important client metrics:</p> <ul style="list-style-type: none"> • Quality and accuracy of results • Improved security and compliance • Competitive pricing • Fast turnaround time |
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11. Accurate Background

Website: www.accuratebackground.com

Accurate Background is a full-service provider of pre-employment and workforce screening services to U.S. and international small- to mid-sized, enterprise, and Fortune 500 companies across all industries. We offer an array of customizable background check and security research solutions to support human resources, loss prevention, and security/legal professionals, including international background screening, drug testing and health screening, electronic I-9 and E-Verify, and ATS integration. Industry exclusive screening technologies include CourtAxis™ real-time court data, the IVAN™ International Verification Affiliate Network, and the RRT™ business analytics engine. Our customer-focused culture and award-winning support teams empower companies to create positive screening experiences that support hiring and retaining the best talent.

Services:

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| <ul style="list-style-type: none"> • <i>Full compliance services:</i> compliance letter distribution; risk reduction technology™ - auto-adjudication; electronic disclosure and authorization functionality • Online applicant entry tools • Integration with ATS and HRIS technology • Advanced reporting/user management capabilities • SSN verification and address locators • Felony/misdemeanor criminal searches • Statewide and federal criminal searches • National criminal database | <ul style="list-style-type: none"> • Sex offender registry searches • Accurate I-9 - electronic storage, collection and verification • Vendor management program • Fingerprinting services • International criminal searches • International and domestic education and employment verifications • International and domestic consumer credit reports • International and domestic motor vehicle reports • International civil searches • DOT drug testing and employment verifications | <ul style="list-style-type: none"> • Drug screening • Global watch (OFAC/terrorist searches) • County and federal civil searches • Fraud and Abuse Control Information System (FACIS) • Financial Industry Regulatory Authority (FINRA, formerly NASD) • Internal Fraud Prevention Service (IFPS) <p>Important client metrics:</p> <ul style="list-style-type: none"> • Turnaround times • Accuracy of information • Criminal hit rates • Customer satisfaction |
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12. SterlingBackcheck

Website: www.sterlingbackcheck.com

SterlingBackcheck was founded in 1975. With almost 40 years of experience, we continually reinvest knowledge and resources back into the business. We deliver relentless customer service, unbeatable speed, and unrivaled accuracy. Our more than 2,700 employees serve over 20,000 customers around the world, including 25 percent of the Fortune 100 and 20 percent of the FTSE. We like to think of our clients as close partners, which shows with our high client retention rate. It's because the SterlingBackcheck team believes strongly in providing the most comprehensive, cutting-edge services possible backed up by a commitment to excellence. SterlingBackcheck has offices in the United States, Canada, the U.K., India and the Philippines.

Services:

- Civil court records search
- Credit reports
- *Criminal records check:* county criminal records search, state criminal records search, federal criminal records search, and sex offender registry search
- Drug testing and alcohol screening
- Sanctions, risk and compliance

- checks
- Education, employment and reference verifications
- Driving history and motor vehicle records
- Social media background checks
- Identity and authentication checks
- Drug testing and alcohol screening
- Employee risk monitoring and alerts

- Form I-9 processing and E-Verify
- Tax credits and incentives

Important client metrics:

- Turnaround time
- Accuracy
- Compliance
- Technology
- Client satisfaction

13. SecurTest, Inc. – The iReviewNow Company

Website: www.securtest.com and www.ireviewnow.com

SecurTest, Inc. – The iReviewNow Company with its exclusive patented solutions ensures background screening accuracy and legal compliance with the latest FCRA and EEOC mandates. We help protect the U.S. Government and public and private employers through our patented iReviewNow and TerrorALERT systems. Unique to iReviewNow is our patented system, which allows the subject or consumer to see his or her report instantly to authenticate or identify inaccuracies before erroneous reports negatively impact hiring our security clearance decisions. Our 36 years of experience supplying innovative screening solutions to organizations of all sizes around the world provides consumers with self-Accuratized reporting, speed, insight, and unparalleled customer service and compliance support. We help protect our clients' most important assets, employees, and customers by offering the most advanced technology and comprehensive background screening solutions with our one-of-a-kind patented systems that not only follows the FCRA and EEOC's mandates and solves concerns being addressed in ongoing hearings and in multiple federal and class action lawsuits.

The U.S. Military, Department of Homeland Security, Office of Personnel Management, and other federal agencies rely on SecurTest to insure that our nation's military personnel, vendors, and visitors are safe. TerrorALERT, provides government users, with the most comprehensive and accurate background screening reports and instant counter terrorism instant check.

Services:

- Global background screening
- FCRA and EEOC compliance
- TerrorALERT
- Comprehensive state, county, and federal criminal record searches
- Contractor, vendor, and visitor management screening
- Continuous vetting of employees, vendors, and guests
- Identity verifications
- Global sanction searches
- SecurHomeland National Database search
- Drug testing
- Form I-9 employment eligibility verification (EEV)
- Education, employment and reference verifications

- Biographical assessments
- Driving and transportation screening
- FBI approved background checks
- Visitor management with instant FBI background check
- Expert witness in support of CRA and employer

Important client metrics:

- Reporting
- Client and consumer satisfaction through real-time daily audits
- Bilingual customer service
- Turnaround time
- Reasonable pricing

Overall Leaders

Provider				Overall Score
1. Aurico Reports, Inc.				472.22
2. Employment Background Investigations Inc.				466.27
3. Asurint				460.22
4. PeopleG2				456.01
5. IntelliCorp Records, Inc.				448.66
6. Universal Background Screening				446.94
7. Global HR Research				443.91
8. TalentWise				442.16
9. Verified Person				441.43
10. PreCheck Inc.				440.35
11. Accurate Background				440.06
12. SterlingBackcheck				438.04
13. SecurTest, Inc. – The iReviewNow Company				437.61

Breadth of Service Leaders

Provider				Breadth of Service
1. Global HR Research				12.06
2. Aurico Reports, Inc.				11.74
3. Accurate Background				11.37
4. PreCheck Inc.				11.25
5. SterlingBackcheck				11.14
6. Universal Background Screening				10.89
7. Asurint				10.40
8. TalentWise				10.22
9. PeopleG2				10.20
10. SecurTest, Inc. – The iReviewNow Company				9.80
11. Employment Background Investigations Inc.				9.73
12. IntelliCorp Records, Inc.				7.75
13. Verified Person				7.67

Size of Deals Leaders

Provider				Size of Deals
1. Asurint				5.95
2. Accurate Background				5.15
3. SecurTest, Inc. – The iReviewNow Company				4.48
4. SterlingBackcheck				4.29
5. Universal Background Screening				4.26
6. PreCheck Inc.				4.00
7. Employment Background Investigations Inc.				3.87
8. IntelliCorp Records, Inc.				3.75
9. TalentWise				3.47
10. Global HR Research				3.45
11. Aurico Reports, Inc.				3.43
12. PeopleG2				3.27
13. Verified Person				3.20

Quality of Service Leaders

Provider				Quality of Service
1. Aurico Reports, Inc.				214.22
2. Employment Background Investigations Inc.				212.87
3. Asurint				208.75
4. PeopleG2				207.80
5. IntelliCorp Records, Inc.				206.13
6. Verified Person				202.93
7. Universal Background Screening				202.59
8. TalentWise				201.13
9. Global HR Research				200.47
10. PreCheck Inc.				199.25
11. SecurTest, Inc. – The iReviewNow Company				198.96
12. Accurate Background				198.63
13. SterlingBackcheck				198.14