

2017 *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.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* will discard incomplete surveys or surveys outside the normal distribution. This means surveys that are too perfect as to be possible or so negative that they are spiteful and not accurate feedback. Otherwise, *HRO Today* has no impact on the survey outcome. 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. CareerBuilder Employment Screening

Website: <https://screen.careerbuilder.com>

CareerBuilder Employment Screening is a leader in employment screening. With 68 percent of candidates continuing to look for jobs until cleared for hire, CareerBuilder helps to simplify employment screening by enabling clients to gain the visibility, quality, and speed to keep candidates engaged. It is the trusted partner of thousands of clients, top ranked in *HRO Today's* Baker's Dozen list, included on the Workforce Hot List, NAPBS accredited, and ISO 9001:2015 certified. CareerBuilder provides the unique ability to help clients match the right talent, with the right position, at the right time.

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 & 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
- Dedicated account management support

Most important metrics to clients:

- Technology
- Customer service
- Reporting service
- Accuracy
- Turnaround time
- Cost control
- Compliance
- Customer training

2. 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 it provides. As a fully accredited screening company, it works with organizations across the country to make the background screening process easier and ensure that 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 to clients:

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

3. CSS

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 to clients:

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

4. Employment Screening Services

Website: <http://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 precheck, 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, and 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 to clients:

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

5. Employment Background Investigations, Inc. (EBI)

Website: <https://www.ebiinc.com/>

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. EBI is one of Inc Magazine's 5000 fastest growing private companies in 2017 and specializes in customized employment screening programs for over 5,500 clients 200 countries and territories worldwide. EBI is also the first NAPBS-accredited background screening company to hold both an ISO 27001:2013 certification for Information Security and an ISO 9001:2015 certification for quality management.

Services:

- State, county, and federal criminal records
- National criminal and sex offenders record searches
- Employment, education, and reference verifications
- Credentialing and licensing verifications
- SSN trace and identity verifications
- Credit reports

- MVR and driver qualification records & 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 applicant tracking systems
- The Screening News Network™

Most important metrics to clients:

- Compliance and client education
- ISO 27001 (information security)
- ISO 9001 (quality management/improvement)
- NAPBS accredited
- Accuracy and turnaround time
- Business process optimization with innovative ATS and HRIS integrations
- Domestic customer service and operations
- Domestic candidate care experience

6. Sterling Talent Solutions

Website: <http://www.sterlingtalentsolutions.com>

Sterling Talent Solutions provides hiring peace of mind by delivering a simpler, smarter background screening and onboarding experience for organizations 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.

With 20 offices in nine countries and growing, Sterling's team of more than 4,000 employees proudly serves over 25,000 customers around the world, including 25 percent of the Fortune 100.

Services:

- Criminal background checks
- Civil court records
- Educations and employment

- Motor vehicle records
- Global checks
- Executive investigations
- Credit reports
- Drug and health screening
- SSN trace
- Sanctions, risk and compliance
- Social media searches
- Onboarding
- Form I-9 and E-Verify
- Tax credits and incentives
- Employee audits

Most important metrics to clients:

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

7. MBI Worldwide Background Checks and Drug Screening

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, and federal
- Civil screening: county, state, and 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
- Credit reports
- National sex offender and watch list screening
- Applicant portal and order by invitation customized options

Most important metrics to clients:

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

8. Peopletrail

Website: www.peopletrail.com

Peopletrail® is a 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 turnaround times
- Advanced technology and integration

9. Global HR Research

Website: www.GHRR.com

Global HR Research (GHRR), is a one-of-a-kind provider of talent screening, talent acquisition, and talent assessments. Representing Fortune 100, Fortune 500, and Fortune 1000 organizations, as well as many of the world's largest privately held companies, GHRR offers some of the best background screening, drug testing, and assessment solutions in the industry that enable customers to efficiently and economically assess, screen, and hire the best candidates. Companies choose GHRR because it is a different kind of company. Simply put, it saves clients time and money, and helps them make the right investment in their most prized assets—their employees.

Services:

- Social security trace
- National criminal database
- National sex offender registry

- OFAC, terrorist watch lists/sanctions lists
- County criminal - CourtConnect™
- State law enforcement check
- Credit reports (FICO and non-FICO)
- Non-DOT and DOT employment verification
- Education verification
- Professional license certification
- Exclusion databases (OIG/GSA/FDA/etc.)
- E-verify and I-9 management
- International screening
- Pre-employment, post accident, reasonable suspicion and random drug and alcohol testing
- Non-DOT and DOT physicals

Most important metrics to clients:

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

10. Cisive

Website: www.cisive.com

Cisive's background screening services, fraud and risk monitoring, and global executive intelligence divisions provide comprehensive background investigations on potential and current employees, vendors, clients, and business partners. It provides a personalized customer service model with designated representatives located in the U.S. and is NAPBS accredited. Cisive's end-to-end onboarding solution offers a superior candidate experience, including advanced direct data entry and form entry, to completion of the background investigations, drug screening, I-9/E-Verify, through integration with all HRIS and ATS systems.

Comprehensive list of services provided:

- Paperless onboarding solutions

through an innovative web based and mobile optimized platform

- Pre-employment screening: Criminal history, SSN, sex offender, credit, education, employment, DOT employment, professional reference and license verifications, MVR and CDL history, global sanctions, healthcare sanctions, and more
- Global screening services using a proprietary, secure, rules-based workflow system to ensure compliance
- Pre-decision, adverse action and dispute resolution services
- Dedicated account management including customer service representatives, account managers, and 24/7 help desk support located in the US.
- Dedicated implementation team experienced with integrating all ATS, HRIS, HRMS, DMS and home-grown systems
- Completely configurable

management reporting

- Vendor screening and temporary and contingent workforce screening
- Pre-investment due diligence including corporate, C-level and board level screening, anti-money laundering compliance and supplier and agent screening
- Post-investment due diligence including reputational and financial health risk
- Drug testing services
- Fingerprinting services
- Psychological evaluations
- Periodic credentialing (recheck MVRs, criminal history)

Most important metrics to clients:

- Accuracy
- Zero class action lawsuits/regulatory complaints
- Configurable platform
- ATS system compatibility
- Innovative technology
- Customer service

11. 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). The company provides background screening packages, criminal searches, a dynamic service model, flexible integration options, training courses, and compliance education.

IntelliCorp's tradition of customer focused solutions, strong data and thorough processes empowers clients with information they can trust. For more information, please visit www.intellicorp.net.

Services:

- Background screening packages
- Criminal and former last name searches
- 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 to clients:

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

12. InfoMart

Website: www.infomart-usa.com

InfoMart is an NAPBS-accredited global provider of background screening services and identity screening technology with an established foundation of over 27 years of experience. It has been consistently recognized with best place to work awards, and its industry-leading processes push it to the top of technology and security "best in breed" lists. InfoMart is a proven innovator with numerous first-to-market technologies and cutting-edge products. It was recently the first in its industry to launch a biometric identity screening mobile application.

Services:

- Multi-state criminal history and sex offender searches
- In-country international searches
- Federal, county, & statewide criminal history searches
- National social security searches

- Verified watch list
- Motor vehicle reports
- ASAP ID (identity screening)
- Education & employment verifications
- Professional license verifications
- Employment credit checks
- Occupational health screening
- Vendor screening
- MediScreen
- VolunteerScreen

Most important metrics to clients:

- Turnaround time
- Cost
- Accuracy
- Efficiency
- Technology
- Case of use
- Accessibility
- Product knowledge

13. Checkr

Website: www.checkr.com

Checkr is the leading software-based background screening solution for innovative companies such as Uber, Zenefits, and Warby Parker. Checkr powers the background check for more than 10,000 organizations worldwide. Using powerful software to make background checks more accurate and efficient, Checkr provides clients with faster turnaround times, increased reporting accuracy, and greater cost savings all while maintaining compliance regulations in a complex and ever-changing industry. Checkr is an accredited member of the NAPBS and is based in San Francisco.

Services:

- Identify verification and address history
- Sex offender registry check
- County criminal records check
- State criminal records check
- National criminal records check

- Federal criminal records checks
- Global watchlist check
- County and federal civil records check
- Driving records/MVR check
- Education and employment verifications
- Personal or professional reference checks
- License and certification checks
- Drug screening
- Credit check
- Subscription-based continuous monitoring

Most important metrics to clients:

- Overall turnaround time
- County turnaround time
- Customer success response time
- Dashboard and service uptime
- Applicant support center hours and access
- Compliance support access and response timeframe
- Average dispute resolution timeframe
- Adverse action delivery and auditability

Overall Leaders

Provider	Overall Ranking
1. CareerBuilder Employment Screening	455.65
2. Universal Background Screening	449.38
3. CSS, Inc.	447.87
4. Employment Screening Services	447.64
5. Employment Background Investigations Inc. (EBI)	447.54
6. Sterling Talent Solutions	445.91
7. MBI Worldwide Background Checks and Drug Screening	445.69
8. Peopletrail	444.14
9. Global HR Research	439.92
10. Cive	439.05
11. IntelliCorp	437.17
12. InfoMart	436.09
13. Checkr	434.59

Breadth of Service Leaders

Provider	Breadth of Service
1. Global HR Research	18.19
2. Employment Background Investigations Inc. (EBI)	17.67
3. Peopletrail	16.88
4. CSS, Inc.	16.60
5. CareerBuilder Employment Screening	16.54
6. Cive	15.38
7. Employment Screening Services	14.60
8. InfoMart	14.45
9. Sterling Talent Solutions	14.33
10. Checkr	13.64
11. MBI Worldwide Background Checks and Drug Screening	13.18
12. Universal Background Screening	12.45
13. IntelliCorp	10.24

Size of Deals Leaders

Provider	Size of Deals
1. Cisive	18.19
2. Checkr	17.67
3. Peopletrail	16.88
4. Sterling Talent Solutions	16.60
5. Employment Background Investigations Inc. (EBI)	16.54
6. Global HR Research	15.38
7. CSS, Inc.	14.60
8. CareerBuilder Employment Screening	14.45
9. Universal Background Screening	14.33
10. Employment Screening Services	13.64
11. InfoMart	13.18
12. MBI Worldwide Background Checks and Drug Screening	12.45
13. IntelliCorp	10.24

Quality of Service Leaders

Provider	Quality of Service
1. Universal Background Screening	202.64
2. CareerBuilder Employment Screening	202.28
3. MBI Worldwide Background Checks and Drug Screening	200.41
4. Employment Screening Services	200.08
5. Sterling Talent Solutions	199.13
6. IntelliCorp	198.76
7. CSS, Inc.	198.50
8. Employment Background Investigations Inc. (EBI)	197.22
9. Peopletrail	196.19
10. InfoMart	194.79
11. Cisive	194.63
12. Checkr	194.00
13. Global HR Research	193.29