

2018 Baker's Dozen Customer Satisfaction Ratings:

PRE-EMPLOYMENT SCREENING

By The Editors

HRO Today's Baker's Dozen Customer Satisfaction Ratings 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 to buyers directly through our own mailing lists and indirectly through service providers. Once collected, response data for all providers with a statistically significant sample size are loaded into the *HRO Today* database for analysis.

In order to determine an overall ranking from this data, 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. These scores are the basis of the Baker's Dozen Customer Satisfaction Ratings and are presented in the tables to demonstrate the relative

differences among the ranked service providers. Those providers that deliver programs above the market average in terms of size are on the enterprise list while those that deliver below the market average are on midsize program list.

The only influence that *HRO Today* has on the outcome of this survey is that *HRO Today* discards incomplete surveys or surveys outside the normal distribution. This includes surveys that are too perfect as to be possible or so negative that they are spiteful and inaccurate. 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 the Baker's Dozen Customer Satisfaction Ratings provides insight into your next RFP process.

1. Employment Background Investigations Inc. (EBI)

Website: www.ebiinc.com

EBI is one of the largest privately-held screening firms in the country. A founding member of the NAPBS, EBI holds ISO certifications for quality management and information security, and has appeared on the Baker's Dozen more than any other screening provider.

Services:

- Background screening
- Drug testing
- Occupational health screening
- Electronic form I-9
- E-Verify

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 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 tracing and validation
- Criminal and sex offender database checks
- Employment, education, reference, and credential verifications
- Motor vehicle driving records

3. CSS

Website: www.csscheck360.com

CSS 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.

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

4. CareerBuilder Employment Screening

Website: www.screen.careerbuilder.com

With 68 percent of candidates continuing to look for jobs until cleared for hire, CareerBuilder Employment Screening 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.

Services:

- Consolidation of background screening, drug testing, and occupational health services into an end-to-end solution suite
- Criminal and civil background searches
- Verifications and references
- Fully-automated drug screening program
- Electronic I-9 and E-Verify services

5. Peopletrail LLC

Website: www.peopletrail.com

Peopletrail is a leading provider of advanced screening and onboarding technology to improve processes and enhance the candidate experience. We bring the human touch to every aspect of the employment screening process, providing actionable insight you trust.

Services:

- Criminal background screening
- ATS/HRIS integration
- Drug screening
- Reference and education verifications
- Employment screening solutions

6. First Advantage

Website: www.fadv.com

First Advantage provides easy-to-understand background reports so you can confidently make talent decisions. We provide employment screening including criminal history; education, employment, and professional license verifications; global sanctions; credit checks; fingerprinting; and drug testing. Our searches cover 200+ countries and territories.

Services:

- Global background screening
- Drug testing
- Record monitoring
- Mobile-enabled with case management
- Open API integrations

7. Global HR Research (GHRR)

Website: ghrr.com

GHRR offers best-in-class, technology-enhanced pre-hire intelligence screening solutions with an unmatched adaptability, experience, and customer service. Our comprehensive set of pre-hire screening, compliance, and occupational health solutions help our clients make better hiring decisions faster.

Services:

- Domestic and international criminal background checks and verifications
- NAPBS accredited with serious focus on compliance
- Sanctions and MVR monitoring services
- Technology-driven candidate and end-users features and experience
- Onboarding including electronic I-9 and E-Verify

8. Employment Screening Services (ESS)

Website: www.es2.com

ESS helps companies hire and retain safe, productive workforces with a broad range of background and drug screening solutions, from standard criminal searches and drug testing to sophisticated intelligence solutions that validate credentials, monitor compliance, or analyze social media activity.

Services:

- Background screening
- Drug testing
- Verifications
- Compliance tracking
- Integrations

9. Cisive

Website: www.cisive.com

Cisive is a global provider of compliance-driven onboarding and employment background screening solutions, providing clients with a streamlined, high quality, and regulatory compliant solution. We stand behind our quality, industry-leading 99.9993 percent accuracy rate, and unmatched technology to drive operational efficiencies.

Services:

- Pre-employment background screening
- Comprehensive fingerprint collection and submission
- Drug screening
- Vendor/contractor screening
- Electronic 1-9/E-Verify

10. JDP

Website: www.jdp.com

JDP helps organizations drive better decisions and bring on higher caliber candidates by providing a comprehensive range of risk-mitigating screening services. Fast, flexible, reliable reports and incredible U.S.-based support—that's why clients around the globe use JDP.

Services:

- Background screening
- Drug testing
- Social media screening
- Verifications and references
- Occupational health screening

11. Asurint

Website: www.es2.com

Asurint excels in background check solutions in the industry by using proprietary technology resulting in faster turnaround times and more accurate records than traditional searches. This allows HR professionals to onboard the best talent with confidence today instead of tomorrow.

Services:

- Background screening
- FCRA compliance
- ATS integrations
- Reporting
- Client and candidate portal

12. Crimcheck

Website: www.crimcheck.net

Since 1991, Crimcheck has specialized in employment screening and background checks. We protect your company using real people, proven business solutions, and innovative technology. Relax. We've got your backgrounds. NAPBS accredited, FCRA compliant and NMSDC certified.

Services:

- Candidate experience (mobile/email accessible for applicants)
- Technology (integrations/ease of use)
- Compliance/client education
- On-site, live customer service
- Easy-to-read reporting

Overall Enterprise Pre-employment Screening Leaders

Provider	Overall Score
1. Employment Background Investigations Inc. (EBI)	468.61
2. Universal Background Screening	459.87
3. CSS	459.66
4. Careerbuilder Employment Screening	457.81
5. Peopletrail	454.43
6. First Advantage	454.17
7. Global HR Research (GHRR)	452.16
8. Employment Screening Services (ESS)	449.77
9. Cisive	441.22
10. JDP	431.94
11. Asurint	426.82
12. Crimcheck	380.94

Enterprise Pre-employment Screening Breadth of Service Leaders

Provider	Breadth of Service
1. Employment Background Investigations Inc. (EBI)	19.50
2. First Advantage	18.45
3. Crimcheck	17.50
4. CSS	17.44
5. Global HR Research (GHRR)	17.36
6. Careerbuilder Employment Screening	17.08
7. Cisive	16.54
8. Asurint	15.33
9. Universal Background Screening	15.26
10. Employment Screening Services (ESS)	14.82
11. Peopletrail	13.54
12. JDP	13.25

Enterprise Pre-employment Screening Size of Deal Leaders

Provider	Size of Deal
1. First Advantage	6.18
2. Cive	5.15
3. Asurint	5.13
4. Employment Background Investigations Inc. (EBI)	5.08
5. Universal Background Screening	4.74
6. Peopletrail	4.54
7. JDP	4.38
8. Crimcheck	4.30
9. Global HR Research (GHRR)	4.21
10. CSS	4.19
11. Employment Screening Services (ESS)	4.15
12. Careerbuilder Employment Screening	4.02

Enterprise Pre-employment Screening Quality of Service Leaders

Provider	Quality of Service
1. Employment Background Investigations Inc. (EBI)	205.67
2. Universal Background Screening	205.05
3. Peopletrail	203.92
4. CSS	203.38
5. Careerbuilder Employment Screening	202.84
6. Employment Screening Services (ESS)	200.79
7. Global HR Research (GHRR)	199.86
8. First Advantage	199.27
9. Cive	195.00
10. JDP	193.50
11. Asurint	189.13
12. Crimcheck	165.80



Overall Midsize Program Pre-employment Screening Leaders

1. IntelliCorp Records Inc.

Website: www.intellicorp.net

IntelliCorp provides a comprehensive view of your candidate with our quality, compliant background screening services. NAPBS accredited, we offer an unparalleled combination of expertise, strong data, and superior service seamlessly blended to help you confidently select quality employees and volunteers.

Services:

- Full suite of background screening services
- Mobile friendly candidate portals
- FCRA training and compliance guidance
- Outstanding customer service (U.S. based)
- ATS/HRIS integrations

2. InfoMart

Website: www.infomart-usa.com

InfoMart, an NAPBS accredited and WBENC certified expert in employee and vendor global background screening, is a top tier provider to Fortune 500 companies. InfoMart leads the industry in turnaround time, innovative technology, biometric identity authentication, and customizable solutions.

Services:

- Global employment screening
- Mobile biometric identity verification
- Comprehensive fleet management
- Drug testing and occupational screening
- Vendor screening

3. MBI Worldwide Background Checks and Drug Screening

Website: www.mbiworldwide.com

MBI Worldwide is a provider of full-service background screening and safe hiring management solutions. It prides itself on excellent customer service, integrity, quick turnaround time, accuracy of information, secure online account access, a wide product range, and competitive pricing.

Services:

- Comprehensive criminal screening: county, state, national, and federal screens
- Civil screening: county, state, and federal
- Global screening options
- Employment verification and reference services
- Education and degree verification

4. Backgrounds Online

Website: www.backgroundsonline.com

At Backgrounds Online, we have five core beliefs: services, client education, compliance, products, and technology. We are FCRA certified, industry educated, and NAPBS accredited. We offer fully customizable reports that are perfectly tailored to every position you need to fill.

Services:

- Custom background checks
- Criminal monitoring
- API integrations
- Branded solutions

5. First Choice Background Screening

Website: www.firstchoicebackground.com

First Choice is a woman- and minority-certified business, leading the background screening industry since 1996. Offering a broad spectrum of services, First Choice strives to be an extension of an employer's compliance and HR team, as a true partner.

Services:

- Criminal and civil background checks
- Education and employment verifications
- Drug screening
- Electronic 1-9 and E-Verify
- International services

6. Validity Screening Solutions

Website: www.validityscreening.com

Validity is a full-service background screening company that provides the highest quality background checks, personal compliance, and exceptional client care. At Validity Screening Solutions, we strive to be your partner, not a vendor.

Services:

- Background screening
- Drug testing
- Electronic 1-9
- Verifications
- Compliance management
- Driving records

7. GoodHire

Website: www.goodhire.com

GoodHire provides flexible employment screening packages and services for businesses of all sizes. We offer a secure, mobile-optimized platform, fast turnaround times, built-in localized compliance tools, integrations with leading HR platforms, and an award-winning candidate experience.

Services:

- FCRA compliant employment screening
- Built-in localized compliance (no extra charge)
- Ongoing alerts
- ATS/HRIS integrations
- U.S.-based customer support

8. Employment Screening Resources (ESR)

Website: www.esrcheck.com

ESR is a global background screening firm delivering fast, accurate, affordable, and compliant information to employers.

Services:

- Background screening services
- Drug testing
- Occupational health screening
- Onboarding
- Technology

9. CNet Technologies

Website: www.cnettechnologies.com

CNet Technologies is a high-level boutique firm with exceptional technological capabilities. Our clients rate us at 9.8 on a 10-point scale.

Services:

- Background screening
- Drug screening
- Electronic 1-9
- Onboarding
- ATS

10. Info Cubic Employment Screening

Website: www.infocubic.com

Info Cubic is a global screening company focused on service, speed, accuracy, and compliance. We partner with our clients, helping them view candidates from every angle. We value serving our veterans and working to contribute to the well-being of all.

Services:

- Background screening
- Drug screening and occupational health services
- Electronic I-9 and E-Verify
- Mobile-ready applicant portal
- Flexible platform

11. Verified First

Website: www.verifiedfirst.com

Verified First is the premier background and drug screening company. Our customizable search solutions help companies of all industries verify potential employees. We take pride in working with organizations of all sizes to solve screening challenges quickly and efficiently.

Services:

- Background screening
- Drug testing
- Verifications
- E-Verify and I-9
- HR software integrations

12. Data Facts Inc.

Website: datafacts.com

For nearly three decades, Data Facts has provided the most accurate, compliant national and international screening information to employers of all sizes. With a comprehensive suite of pre-employment background screening and post-hire monitoring solutions, Data Facts' robust network of private investigators and partners in 3,500 counties nationwide are paramount in providing the information employers need to hire the right talent the first time.

Services:

- Background checks
- Drug screening
- Driver monitoring
- International background screening
- Industry-driven screening packages

Overall Midsize Program Pre-employment Screening Leaders

Provider	Overall Score
1. IntelliCorp Records Inc.	443.63
2. InfoMart	433.72
3. MBI Worldwide Background Checks and Drug Screening	432.52
4. Backgrounds Online	431.69
5. First Choice Background Screening	424.28
6. Validity Screening Solutions	423.52
7. GoodHire	418.75
8. Employment Screening Resources (ESR)	415.02
9. CNet Technologies	410.70
10. Info Cubic Employment Screening	407.87
11. Verified First	391.70
12. Data Facts Inc.	372.57



Midsize Program Pre-employment Screening Breadth of Service Leaders

Provider	Breadth of Service
1. MBI Worldwide Background Checks and Drug Screening	16.40
2. InfoMart	15.79
3. Info Cubic Employment Screening	15.63
4. CNet Technologies	15.50
5. Employment Screening Resources (ESR)	15.20
6. Validity Screening Solutions	13.60
7. GoodHire	13.53
8. Backgrounds Online	12.82
9. First Choice Background Screening	12.36
10. Verified First	12.05
11. Data Facts Inc.	11.24
12. IntelliCorp Records Inc.	10.91

Midsize Program Pre-employment Screening Size of Deal Leaders

Provider	Size of Deal
1. Employment Screening Resources (ESR)	3.73
2. CNet Technologies	3.67
3. Data Facts Inc.	3.52
4. Info Cubic Employment Screening	3.38
5. First Choice Background Screening	3.36
6. IntelliCorp Records Inc.	3.35
7. Verified First	3.27
8. MBI Worldwide Background Checks and Drug Screening	3.10
9. Backgrounds Online	3.03
10. InfoMart	3.00
11. GoodHire	2.95
12. Validity Screening Solutions	2.90



Midsize Program Pre-employment Screening Quality of Service Leaders

Provider	Quality of Service
1. IntelliCorp Records Inc.	201.30
2. Backgrounds Online	194.18
3. InfoMart	192.75
4. MBI Worldwide Background Checks and Drug Screening	191.65
5. First Choice Background Screening	190.91
6. Validity Screening Solutions	189.70
7. GoodHire	187.47
8. Employment Screening Resources (ESR)	184.08
9. CNet Technologies	181.80
10. Info Cubic Employment Screening	180.45
11. Verified First	175.68
12. Data Facts Inc.	167.14