2019 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 service 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 demonstrate the relative differences among the ranked service providers.

This year, we've distinguished the enterprise and midsize program lists by the overall score. The top 13 highest are considered enterprise providers, while the next group of 13 are categorized as midsize program. The 2018 rankings divided the lists by size of deal, then ranked each provider based upon their overall score within each of the two segments.

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. Universal Background Screening

Website: www.universalbackground.com

Universal Background Screening provides comprehensive background screening services with a commitment to personalized, responsive service and accuracy in the information we provide. Our fully accredited services include exceptional turnaround time and ensure your company meets and exceeds all compliance guidelines.

Services:
• Criminal background checks (pre-hire and rescreening/monitoring)
• Drug testing and occupational health screening
• Employment, reference, and education verifications
• Compliance expertise with U.S.-based operations and customer service
• Advanced technology with a mobile optimized candidate and employer experience

2. 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
• Employment, education, and license verifications
• Compliance tracking
• Integrations

3. Employment Screening Resources (ESR)

Website: www.esrcheck.com

ESR believes companies deserve a background screening partner who consistently delivers fast, accurate, affordable, and compliant information through an innovative solution that supports compliance with ever-changing laws. We are the only background screening firm providing real-time compliance.

Services:
• Full suite of background screening, drug screening, and occupational health services
• PBSA (formally NAPBS) accredited, and SOC 2, Type II (SSAE 18) audited
• Platform dynamically populates required municipal, state and federal disclosures
• Adverse Action Portal ensuring your company remains compliant
• Integrated with most ATS/HRIS solutions

4. HireRight

Website: www.hireright.com

HireRight helps employers hire the right candidates by delivering global employment background checks, drug testing, education verification, and electronic Form I-9 and E-Verify solutions. HireRight's platform integrates with HR information systems (HRISs) and applicant tracking systems (ATSs), giving organizations and candidates the best possible experience.

Services:
• Global employment background checks
• Drug testing
• Education verification
• Electronic Form I-9
• E-Verify solutions

5. 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

6. First Advantage

Website: www.fadv.com

First Advantage delivers global, comprehensive background check and drug screening solutions and insights that enable employers to make confident choices, reduce risk, and maintain compliance.

Services:
• Background screening
• Drug and occupational health screening
• Social media screening and monitoring
• Continuous licensure and criminal record monitoring
• ATS integration

7. CareerBuilder Employment Screening

Website: hiring.careerbuilder.com/employment-screening

CareerBuilder Employment Screening is an innovative and SaaS-based provider of comprehensive background screening services to employers throughout the U.S. and abroad by combining proprietary technology, operational excellence, and award-winning customer service.

Services:
• Criminal background screening
• Verifications and credentialing
• Continuous monitoring
• Drug testing and occupational health services
• Electronic I-9 and E-Verify services

8. 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 compliant solution. We stand behind our quality, industry-leading 99.9 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 Form I-9/E-Verify

9. IntelliCorp Records Inc.

Website: www.intellicorp.net

IntelliCorp provides superior customer service, industry knowledge, efficiency, and a highly compliant background screening program. Organizations also receive the benefits of our customer-first philosophy and technology for a positive applicant screening experience.

Services:
• Applicant mobile self-service portals
• Disclosure and authorization jurisdictional solution
• ATS/HRIS integrations
• Electronic adverse action jurisdiction process
• FCRA training and compliance guidance

10. Global HR Research

Website: www.ghrr.com

Global HR Research (GHRR) is the home of Clairiti screening technology, unifying advanced screening technology, data, and business analytics to deliver better background screening programs to thousands of customers and their candidates.

Services:
• Criminal background checks
• Identity check
• Motor vehicle record services
• Drug and health screening
• I-9 and E-Verify

11. Peopletrail

Website: www.Peopletrail.com

Peopletrail® is the leading provider in advanced background screening and onboarding technology. As part of the accredited elite, we combine customer service through dedicated screening specialists with efficient, state-of-the-art technology integration to deliver on-demand, accurate, and timely consumer reporting results.

Services:
• Criminal background checks
• Identity checks
• Verifications
• Candidate experience
• Extended workforce screening

12. Sterling

Website: sterlingcheck.com

Sterling, a leading global provider of background and identity services, offers a foundation of trust and safety. Our technology-powered services help organizations create great environments for their workers, partners, and customers. Sterling conducts more than 100 million searches annually.

Services:
• Background checks
• Identity verification
• Workforce monitoring
• Drug and health screening
• Social media screening

13. 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 Form I-9
• Verifications
• Compliance management
• Driving records

Overall Enterprise Pre-employment Screening Leaders

Provider	Overall
1. Universal Background Screening	**464.68**
2. Employment Screening Services (ESS)	458.91
3. Employment Screening Resources (ESR)	457.41
4. HireRight	448.04
5. Employment Background Investigations Inc. (EBI)	444.35
6. First Advantage	443.69
7. CareerBuilder Employment Screening	443.03
8. Cisive	442.86
9. IntelliCorp Records Inc.	442.80
10. Global HR Research	442.41
11. Peopletrail	442.34
12. Sterling	441.92
13. Validity Screening Solutions	441.51

Enterprise Pre-employment Screening Breadth of Service Leaders

Provider	Breadth of Service
1. HireRight	**19.00**
2. CareerBuilder Employment Screening	18.05
3. First Advantage	16.82
4. Employment Background Investigations Inc. (EBI)	16.65
5. Global HR Research	15.90
6. Employment Screening Resources (ESR)	15.71
7. Universal Background Screening	15.67
8. Sterling	15.50
9. Employment Screening Services (ESS)	14.93
10. Cisive	14.71
11. Validity Screening Solutions	13.75
12. IntelliCorp Records Inc.	13.00
13. Peopletrail	12.54

Enterprise Pre-employment Screening Size of Deal Leaders

Provider	Size of Deals
1. HireRight	**6.73**
2. First Advantage	6.36
3. Cisive	5.50
4. Sterling	4.92
5. Employment Background Investigations Inc. (EBI)	4.55
6. Peopletrail	4.46
7. CareerBuilder Employment Screening	4.46
8. Employment Screening Resources (ESR)	4.36
9. Universal Background Screening	3.94
10. Employment Screening Services (ESS)	3.92
11. Global HR Research	3.90
12. IntelliCorp Records Inc.	3.80
13. Validity Screening Solutions	3.08

Enterprise Pre-employment Screening Quality of Service Leaders

Provider	Quality of Service
1. Universal Background Screening	**207.28**
2. Employment Screening Services (ESS)	205.13
3. Employment Screening Resources (ESR)	203.64
4. IntelliCorp Records Inc.	199.07
5. Peopletrail	199.00
6. Validity Screening Solutions	198.08
7. Cisive	197.14
8. Employment Background Investigations Inc. (EBI)	196.60
9. Global HR Research	196.50
10. Sterling	196.25
11. HireRight	195.73
12. First Advantage	195.55
13. CareerBuilder Employment Screening	194.86

Midsize Program Pre-employment Screening Leaders

1. Data Facts

Website: www.datafacts.com

Data Facts provides clients with innovative, next generation background screening technology and a personalized customer experience. Experience the fastest turnaround times, the strongest customer service, and the most accurate information available with Data Facts.

Services:
• Pre-employment background screening
• Drug testing
• Medical monitoring
• Electronic Form I-9 and E-Verify
• Driver monitoring

2. MBI Worldwide

Website: www.mbiworldwide.com

MBI Worldwide offers a high-touch customer service level of employment background screening products providing a multitude of ordering options and HRIS/ATS integrations. With a cloud-based, artificial intelligence (AI)-enabled platform, PBSA accreditation, and AICPA SOC2 Certification, MBI is a trusted consumer reporting agency.

Services:
• Background checks and pre-employment screening
• Drug testing, alcohol testing, and occupational health screening
• E-Verify
• Employment, education, and credential verification
• Client and applicant portal

3. 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 Form I-9 and E-Verify
• International services

4. Crimcheck

Website: www.crimcheck.net

Since 1991, Crimcheck has specialized in pre-employment screening and background checks. We protect your company using real people, proven business solutions, and innovative technology. Relax. We've got your backgrounds. PBSA Accredited, FCRA Compliant and NMSDC Certified.

Services:
• Background screenings
• Drug and occupational screening
• Due diligence
• Sanctions screening
• Post-hire continuous screenings

5. Asurint

Website: www.asurint.com

Asurint excels in background check solutions 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

6. Corporate Screening Services Inc.

Website: www.corporatescreening.com

Founded in 1987, Corporate Screening Services Inc. is a global background screening and HRO solution provider for the nation's top employers. Our value proposition is soundly based on our mission to provide background screening as an all-encompassing solution, not simply as a commodity.

Services:
• Background screening
• Paperless drug screening
• Occupational health services
• Electronic Form I-9
• E-Verify

7. Verified First

Website: www.verifiedfirst.com

Verified First is known for delivering streamlined background screening backed by the best client support and developing the easiest, fastest integrations. Verified First's solution delivery methods are compatible with over 100 HR platforms and provide clients a turn-key experience.

Services:
• Background checks
• Drug screening
• Professional, personal, and education verifications
• Electronic Form I-9 and E-Verify
• SMS/text messaging

8. Info Cubic LLC

Website: www.infocubic.com

Info Cubic offers a full suite of domestic and international background check services through an online, mobile-friendly system, enhancing both the client and applicant's screening experience. An ISO 9001:2015 and PBSA accredited company with industry-leading quality, speed, and award-winning customer service.

Services:
• Domestic and international background screening
• Domestic and international drug testing
• Occupational health screening
• Electronic Form I-9 and E-Verify
• FMCSA Clearinghouse services

9. InfoMart

Website: www.BackgroundScreening.com

An expert in global background and identity screening, InfoMart delivers risk mitigation solutions to everyone from startups to the Fortune 500. InfoMart leads the industry with innovative technology, biometric identity authentication, and seamless integration with HR systems. | PBSA-accredited, WBENC-certified

Services:
• Global background screening
• Mobile identity screening
• Occupational health screening
• Vendor screening program
• DOT, gig, tenant, and clinical rotation programs

10. Backgrounds Online

Website: www.backgroundsonline.com

Backgrounds Online has been a global provider of background screening solutions for over 22 years. A service-first company, Backgrounds Online is built on proprietary technology, made of awesome people, accredited by the PBSA (BSCC), and SOC 2 Type 2 Certified.

Services:
• Background checks
• Employment screening
• ATS/API integrations
• Automated annual screening
• Co-branded solutions

11. A-Check Global

Website: www.acheckglobal.com

A-Check Global helps companies hire great people. As the nation's most successful woman- and minority-owned employment screening company, A-Check Global provides superior customer care and accurate, compliant background screening solutions to meet the unique requirements of employers and their candidates worldwide.

Services:
• Domestic and international background screening
• Government regulated screening
• Substance abuse testing
• Form I-9/E-Verify services
• Occupational health screening

12. JDP

Website: www.jdp.com

JDP shields and protects organizations and individuals from preventable harm by utilizing the industry's most unique, robust, and highly-developed data sources, curated with cognitive, AI-enabled technology to identify risk and provide peace of mind.

Services:
• Unique and unmatched application of cognitive, AI-enabled technology
• Background screening
• Drug testing and occupational health screening
• Social media screening, verifications, and references
• Tenant and other screening

13. CNet Technologies LLC

Website: www.cnettechnologies.com

CNet Technologies is a highly technical screening company that delivers advanced compliance and service-oriented solutions.

Services:
• Background screening
• Drug testing
• Contractor screening/management/auditing
• AI human intelligence
• Form I-9/E-Verify

Overall Midsize Program Pre-employment Screening Leaders

Provider	Overall
1. Data Facts	**439.66**
2. MBI Worldwide	439.44
3. First Choice Background Screening	439.17
4. Crimcheck	438.95
5. Asurint	437.28
6. Corporate Screening Services Inc.	435.72
7. Verified First	435.02
8. Info Cubic LLC	433.93
9. InfoMart	430.02
10. Backgrounds Online	428.11
11. A-Check Global	419.42
12. JDP	416.78
13. CNet Technologies LLC	414.71

Midsize Program Pre-employment Screening Breadth of Service Leaders

Provider	Breadth of Service
1. A-Check Global	**17.57**
2. Crimcheck	17.50
3. Asurint	15.88
4. InfoMart	15.74
5. Data Facts	15.60
6. Verified First	14.67
7. Corporate Screening Services Inc.	14.57
8. First Choice Background Screening	14.54
9. Info Cubic LLC	13.43
10. MBI Worldwide	13.18
11. CNet Technologies LLC	13.02
12. JDP	12.38
13. Backgrounds Online	12.23

Midsize Program Pre-employment Screening Size of Deal Leaders

Provider	Size of Deals
1. Asurint	**5.63**
2. A-Check Global	4.50
3. Corporate Screening Services Inc.	4.43
4. JDP	4.43
5. Verified First	4.33
6. InfoMart	4.13
7. CNet Technologies LLC	3.81
8. Data Facts	3.70
9. Info Cubic LLC	3.57
10. MBI Worldwide	3.53
11. Crimcheck	3.21
12. First Choice Background Screening	3.15
13. Backgrounds Online	3.02

Midsize Program Pre-employment Screening Quality of Service Leaders

Provider	Quality of Service
1. MBI Worldwide	**197.41**
2. First Choice Background Screening	196.31
3. Data Facts	195.50
4. Info Cubic LLC	194.57
5. Corporate Screening Services Inc.	194.21
6. Verified First	193.83
7. Crimcheck	193.79
8. Asurint	193.50
9. Backgrounds Online	192.96
10. InfoMart	190.65
11. JDP	186.98
12. CNet Technologies LLC	185.68
13. A-Check Global	184.00