

2020 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.

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 Screening Resources (ESR)

Website: www.esrcheck.com

ESR believes employers deserve a background screening partner they can rely upon to consistently deliver fast, accurate, affordable, and compliant information through an innovative, time-saving solution that supports compliance with ever-changing laws.

Services:

- Global background screening
- Drug testing
- Occupational health screening
- Compliance management
- Award-winning technology

2. First Advantage

Website: www.fadv.com

First Advantage delivers comprehensive identity and information solutions that enable employers to make confident choices, reduce risk, and maintain compliance. For more detailed information on First Advantage products and services, visit fadv.com.

Services:

- Background screening
- Drug testing
- Employment and education verifications
- Executive research
- COVID-19 employer solutions

3. Universal Background Screening

Website: www.universalbackground.com

Universal Background Screening is a fully-accredited leading provider of comprehensive screening services. Universal ensures organizations meet their compliance guidelines with a commitment to personalized, responsive service and accuracy in the information provided.

Services:

- Background screening
- Drug/occupational health/COVID-19 testing
- Employment verifications
- Compliance tracking
- Tech integrations

4. 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

5. 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 and applicant tracking systems (ATS), giving organizations and candidates the best possible experience.

Services:

- Background screening
- Drug testing
- Employment verifications
- Compliance tracking
- Technology integrations

6. 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 list more than any other screening provider.

Services:

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

7. Global HR Research

Website: www.ghrr.com

Global HR Research, the home of Clairiti screening technology, combines advanced background screening solutions, data, and business analytics to deliver better background screening programs to thousands of customers and their candidates.

Services:

- Criminal background checks
- Identity check solutions
- Drug and health screening
- Employment verifications
- Sanctions and compliance

8. 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-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

9. Peopletrail LLC

Website: www.peopletrail.com

As a leading consumer reporting firm, Peopletrail makes ordering a background check more secure, accessible, and flexible for clients. The depth of its background screening products serves a broad client base ranging in multiple industries and company sizes.

Services:

- Background screening
- Drug testing
- Employment verifications
- Compliance tracking
- Tech integrations

10. Asurint

Website: www.asurint.com

Asurint redefines background screening, solving problems and reducing anxiety for recruiters and their candidates throughout the hiring process. The company's proprietary technology delivers faster turnaround times and more accurate information. Asurint provides the only background screen optimized to deliver the truth on demand.

Services:

- Criminal background screens
- Drug testing
- Verification solutions
- Motor vehicle/driving records
- ATS/HRIS integrations

11. Info Cubic LLC

Website: www.infocubic.com

Info Cubic is a one-stop global source for employee screening, including background checks, drug and occupational health screening, risk mitigation support, and hiring program solution consulting. The company excels at post-hire screening services such as monitoring services and automated rescreening options.

Services:

- Background screening
- Drug testing and occupational health screening
- Integrated ATS solutions
- Monitoring services
- Automated rescreening solutions

12. CNet Technologies

Website: www.cnettechnologies.com

CNet Technologies is a high-level boutique firm with exceptional technological capabilities that receives an average rating of 9.8 (on a 10-point scale) from clients.

Services:

- Background screening
- Drug testing
- Contractor compliance
- FCRA compliance tracking
- Tech integrations

13. Crimcheck

Website: www.crimcheck.net

Crimcheck protects clients' employees, customers, assets, and brands by providing comprehensive, accurate, and compliant employment screening solutions. Crimcheck's mobile-friendly solutions and integrations with leading technology providers will improve efficiency, enhance candidate experience, and accelerate time to hire.

Services:

- Comprehensive background screening and drug testing solutions
- Proprietary technology platform with direct court integrations
- Dedicated, U.S.-based customer service team
- PBSA accredited
- NMSDC certified minority-owned business

Overall Enterprise Pre-employment Screening Leaders

Provider	Overall Ranking
1. Employment Screening Resources (ESR)	464.24
2. First Advantage	459.54
3. Universal Background Screening	459.43
4. Employment Screening Services (ESS)	458.08
5. HireRight	455.84
6. Employment Background Investigations Inc. (EBI)	455.49
7. Global HR Research	453.93
8. MBI Worldwide	453.75
9. Peopletrail	453.28
10. Asurint	453.26
11. Info Cubic LLC	453.13
12. CNet Technologies	445.03
13. Crimcheck	442.02

Overall Enterprise Pre-employment Screening Breadth of Service Leaders

Provider	Breadth of Service
1. HireRight	22.09
2. Peopletrail	18.31
3. First Advantage	18.29
4. MBI Worldwide	17.93
5. Global HR Research	17.60
6. Asurint	17.40
7. Crimcheck	17.18
8. Employment Background Investigations Inc. (EBI)	17.14
9. Info Cubic LLC	17.08
10. Employment Screening Resources (ESR)	16.71
11. Universal Background Screening	16.45
12. Employment Screening Services (ESS)	16.13
13. CNet Technologies	14.69

Overall Enterprise Pre-employment Screening Size of Deal Leaders

Provider	Size of Deals
1. HireRight	6.55
2. Employment Background Investigations Inc. (EBI)	5.86
3. First Advantage	5.64
4. Asurint	4.65
5. Global HR Research	4.13
6. Employment Screening Services (ESS)	4.05
7. Peopletrail	4.00
8. Crimcheck	3.91
9. MBI Worldwide	3.87
10. Employment Screening Resources (ESR)	3.84
11. Info Cubic LLC	3.83
12. CNet Technologies	3.77
13. Universal Background Screening	3.68

Overall Enterprise Pre-employment Screening Quality of Service Leaders

Provider	Quality of Service
1. Employment Screening Resources (ESR)	206.26
2. Universal Background Screening	204.23
3. Employment Screening Services (ESS)	203.72
4. First Advantage	202.14
5. Employment Background Investigations Inc. (EBI)	201.07
6. Info Cubic LLC	200.67
7. Global HR Research	200.53
8. MBI Worldwide	200.27
9. Asurint	200.20
10. Peopletrail	199.69
11. CNet Technologies	198.77
12. HireRight	197.00
13. Crimcheck	195.27

Overall Midsize Program Pre-employment Screening Providers

1. IntelliCorp

Website: www.intellicorp.net

IntelliCorp's customer-first culture focuses on delivering highly compliant screening programs with superior service to mid-market and larger organizations. IntelliCorp's knowledge and experience delivers reliable background checks.

Services:

- Robust background screening packages
- Applicant self-service portals
- Best-in-class service
- Detailed compliance solutions
- Multiple integration options and partnerships

2. DataFacts

Website: www.datafacts.com

Since 1989, Data Facts has provided clients with award-winning background screening technology. Its U.S.-based staff, powerful integration network, personalized service, and the most accurate information available are just a few ways Data Facts creates a trustworthy, enhanced client experience.

Services:

- Background screening
- Drug and occupational screening
- Verification services
- Driver screening and monitoring
- Healthcare screening and monitoring

3. Edge Information Management

Website: edgeinformation.com

Since 1991, Edge has been providing quick, accurate, and compliant background screening results. Trusted as an accredited, founding PBSA member, Edge believes the right people give organizations an edge and that Edge can help find the right people.

Services:

- Full suite of background and drug screening products
- Credentialing/employment and education verifications
- Motor vehicle records, DOT, and FMCSA needs
- Customizable proprietary platform
- Seamless ATS integrations

4. 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

5. Backgrounds Online

Website: www.backgroundsonline.com

Backgrounds Online has been a global provider of background screening solutions for over 23 years. A service-first company, Backgrounds Online is built on proprietary technology, accredited by the PBSA, SOC Type 2 certified, and filled with people who are passionate about making a positive difference.

Services:

- Background checks
- Employment screening
- ATS/API integrations
- Criminal monitoring services
- Co-branded solutions

6. InCheck

Website: www.inchecksolutions.com

InCheck is PBSA accredited and offers a full suite of background screening services customized to organizational needs. For almost 20 years, InCheck has provided customized, collaborative solutions for organizations seeking process flexibility and a smooth, flexible, candidate-friendly experience.

Services:

- Criminal background checks (pre-employment and monitoring)
- Nationwide drug testing and occupational health screening
- Employment and education verifications
- Compliance expertise, advice, and resource center
- Midwest-based customer care team

7. Verified First

Website: www.verifiedfirst.com

Verified First offers a streamlined screening experience. With revolutionary technology and a slick, patented browser integration, Verified First instantly connects with more than 100 HR tech platforms, providing clients a turn-key experience with top-notch client care.

Services:

- Background screening
- Drug testing
- Verifications
- Form I-9 and E-Verify
- One-click integrations

8. Validity Screening Solutions

Website: www.validityscreening.com

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

Services:

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

9. 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. The company's value proposition is soundly based on its 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

10. 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. Cisive stands behind its quality, with an 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 and occupational health testing
- Vendor/contractor screening
- Electronic Form I-9/E-Verify

Overall Midsize Program Pre-employment Screening Leaders

Provider	Overall Ranking
1. IntelliCorp	441.97
2. DataFacts	441.78
3. Edge Information Management	440.98
4. A-Check Global	439.72
5. Backgrounds Online	437.51
6. InCheck	436.65
7. Verified First	433.99
8. Validity Screening Solutions	432.63
9. Corporate Screening Services Inc.	393.25
10. Cive	362.86

Overall Midsize Program Pre-employment Screening Breadth of Service Leaders

Provider	Breadth of Service
1. A-Check Global	18.86
2. DataFacts	16.77
3. Cive	16.12
4. Verified First	15.29
5. Validity Screening Solutions	15.25
6. Edge Information Management	15.10
7. Corporate Screening Services Inc.	14.60
8. InCheck	14.27
9. IntelliCorp	14.13
10. Backgrounds Online	14.02

Overall Midsize Program Pre-employment Screening Size of Deal Leaders

Provider	Size of Deals
1. A-Check Global	4.24
2. Cive	3.82
3. Edge Information Management	3.80
4. DataFacts	3.77
5. InCheck	3.73
6. IntelliCorp	3.47
7. Verified First	3.43
8. Validity Screening Solutions	3.13
9. Backgrounds Online	3.04
10. Corporate Screening Services Inc.	2.93

Overall Midsize Program Pre-employment Screening Quality of Service Leaders

Provider	Quality of Service
1. IntelliCorp	197.87
2. Edge Information Management	196.50
3. Backgrounds Online	195.97
4. DataFacts	195.54
5. InCheck	195.13
6. Verified First	193.14
7. A-Check Global	192.71
8. Validity Screening Solutions	192.63
9. Corporate Screening Services Inc.	174.47
10. Cisive	158.47