

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. For the midsize program pre-employment screening list, methodology was based upon ranking on size of deal first and then overall score. A provider that was above 13 on the size of deal ranking but did not make the enterprise list was moved down in order to the top of the midsize program providers list so there was no overlap.

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 is a leading provider of employment background checks, drug testing, and OccuHealth with offices nationwide. As an accredited screening firm, the company provides fast turnaround times, dedicated customer service, and sound compliance to reduce hiring risk.

Services:

- Global background screening
- Drug testing/OccuHealth
- Employment, education, reference, license verifications
- Compliance tracking
- Technology integrations



KNOW THE PEOPLE YOU'RE HIRING

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

We help companies coast-to-coast make the background screening process easier and ensure our clients know everything they need to know about their prospective employees.

For more information, contact us today!

Universal
BACKGROUND SCREENING



DELIVERING HIRE QUALITY™

877.263.8033 | universalbackground.com

2. JDP

Website: www.jdp.com

JDP delivers fast, reliable, and flexible background screening with top-notch service, shielding organizations and their people from preventable harm. The company collaborates with a fantastic roster of clients to deliver safe and compliant solutions.

Services:

- Background screening
- Drug testing
- Social media searches
- Vaccine management
- Occupational health testing

3. Global HR Research

Website: www.ghrr.com

Global HR Research delivers best-in-class employment screening, compliance and risk management solutions powered by extensive in-house expertise, dedicated support teams, and an innovative and proprietary screening platform, Clairiti™.

Services:

- General employment screening services
- Drug and health screening
- Monitoring services
- Identity and biometrics
- E-Verify

4. MBI Worldwide Background Checks and Drug Screening

Website: www.mbiworldwide.com

MBI Worldwide is a leading global employment background screening company offering a high-touch customer service level of all-inclusive background screening products. MBI empowers its clients with the tools they need to make compliant and informed decisions.

Services:

- National and global background screening, verifications, reference checking
- Full applicant portal
- Drug, alcohol and occupational health testing
- Compliance services/I-9 and E-Verify services
- HRIS/ATS/Cloud-based AI platform

Your Workplace Has **CHANGED FOREVER**

So Should Your **HIRING EXPECTATIONS**

Change happens fast. We should know. EBI has guided clients through 28 years of change. Whether its technology, new laws, hiring processes, or candidate expectations, EBI provides the expertise you need for peace of mind in hiring. Give us a call and let us show you how we can help optimize your screening program, so you can focus on what matters most... **YOUR GOALS.**

13x BAKER'S DOZEN WINNER



Employment Background Investigations, Inc.

Background Screening • Drug Testing • Occupational Health Screening • Form I-9 & E-Verify

www.ebiinc.com

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 list 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 is a leading global provider of technology solutions for screening, verifications, safety, and compliance related to human capital. The company delivers innovative solutions and insights that help customers manage risk and hire the best talent.

Services:

- Global background screening
- Drug testing
- Employment verifications
- Fingerprinting
- Criminal records monitoring

7. Peopletrail

Website: www.peopletrail.com

Peopletrail® is a leading provider of custom employment screening, criminal background checks, tenant screening, drug screening, ATS integration, and corporate security solutions. Peopletrail®'s clients range from government agencies and Fortune 500 companies, to small up-and-coming businesses.

Services:

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



HIRE WITH CONFIDENCE

Trust InCheck to provide expert background screening solutions built to strengthen your hiring process.



With a red hot talent market, you need a screening partner who not only works and responds quickly, but supports you with industry expertise as a trusted resource for your talent acquisition team. For almost 20 years, InCheck has delivered customized, best-practice service, flexible technology, reliable results, and friendly, easy-to-reach support to employers and candidates.

- Personalized, highly responsive service
- Thorough, proactive, compliance resources
- Custom technology solutions
- Real-time data and effective reporting tools
- Easy account and package updates
- ATS, drug screening, and I-9 integrations



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(414) 727-1718

inchecksolutions.com

8. 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

9. 3rd Degree Screening, Inc

Website: www.3rddegreescreening.com

3rd Degree Screening is a PBSA BSCC accredited background check company with the best, most efficient, and most customer-focused initiatives.

Services:

- Criminal background checks
- Reference, employment, education verifications
- Continuous criminal monitoring of employees
- Drug testing (third-party administration)
- Integrated with applicant tracking systems

10. Asurint

Website: www.asurint.com

Asurint's powerful, customizable technology, along with personalized assistance, helps employers hire the right candidates faster. Clients leverage solutions that reduce manual workloads, minimize compliance risk, and drive insights to boost hiring and recruitment success.

Services:

- Criminal and civil background screening
- Drug testing and medical services
- Verification solutions
- Built-in compliance engine
- Technology integrations

11. Alliance Background

Website: www.alliancebackground.com

Alliance Background provides HR professionals with a perfect three out of three: customer service, fast and accurate reports, and unbeatable value. Its 100% U.S.-based team provides customized solutions with unsurpassed commitment to compliance with every employee FCRA certified.

Services:

- Global background screening solutions
- Drug testing
- Employment and education verifications
- Compliance trainings
- Technology integrations

12. Employment Screening Resources (ESR)

Website: www.esrcheck.com

Employment Screening Resources (ESR) believes employers deserve a background screening partner they can rely on to consistently deliver fast, accurate, and affordable information through an innovative, time-saving solution that supports compliance with everchanging laws. People Matter. Make Good Choices.

Services:

- Global, compliant background screening firm
- Award-winning technology with free compliance management
- Accredited and SOC2 audited
- Integrated with the most popular HR solutions

13. InCheck

Website: www.inchecksolutions.com

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

Services:

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

Overall Enterprise Pre-employment Screening Leaders

| Provider | Overall Score |
|---|---------------|
| 1. Universal Background Screening | 472.27 |
| 2. JDP | 468.99 |
| 3. Global HR Research | 460.48 |
| 4. MBI Worldwide Background Checks and Drug Screening | 455.98 |
| 5. Employment Background Investigations Inc. (EBI) | 455.80 |
| 6. First Advantage | 454.01 |
| 7. Peopletrail | 453.49 |
| 8. HireRight | 451.29 |
| 9. 3rd Degree Screening | 450.72 |
| 10. Asurint | 449.72 |
| 11. Alliance Background | 449.27 |
| 12. Employment Screening Resources (ESR) | 447.93 |
| 13. InCheck | 447.36 |

Overall Enterprise Pre-employment Screening Breadth of Service Leaders

| Provider | Breadth of Service |
|---|--------------------|
| 1. HireRight | 20.00 |
| 2. Employment Background Investigations Inc. (EBI) | 18.63 |
| 3. First Advantage | 17.69 |
| 4. Global HR Research | 17.36 |
| 5. Peopletrail | 17.14 |
| 6. Universal Background Screening | 17.13 |
| 7. MBI Worldwide Background Checks and Drug Screening | 17.13 |
| 8. Asurint | 16.89 |
| 9. Employment Screening Resources (ESR) | 16.52 |
| 10. InCheck | 15.86 |
| 11. JDP | 14.60 |
| 12. 3rd Degree Screening | 13.64 |
| 13. Alliance Background | 13.07 |

Overall Enterprise Pre-employment Screening Size of Deal Leaders

| Provider | Size of Deals |
|---|---------------|
| 1. First Advantage | 6.54 |
| 2. Asurint | 6.44 |
| 3. HireRight | 6.13 |
| 4. JDP | 5.73 |
| 5. Employment Background Investigations Inc. (EBI) | 5.42 |
| 6. Global HR Research | 5.12 |
| 7. Universal Background Screening | 4.87 |
| 8. Peopletrail | 4.29 |
| 9. MBI Worldwide Background Checks and Drug Screening | 4.00 |
| 10. InCheck | 4.00 |
| 11. 3rd Degree Screening | 3.68 |
| 12. Employment Screening Resources (ESR) | 3.56 |
| 13. Alliance Background | 3.21 |

Overall Enterprise Pre-employment Screening Quality of Service Leaders

| Provider | Quality of Service |
|---|--------------------|
| 1. JDP | 209.60 |
| 2. Universal Background Screening | 209.40 |
| 3. Global HR Research | 203.52 |
| 4. 3rd Degree Screening | 202.36 |
| 5. Alliance Background | 202.29 |
| 6. MBI Worldwide Background Checks and Drug Screening | 201.94 |
| 7. Peopletrail | 200.64 |
| 8. Employment Background Investigations Inc. (EBI) | 200.16 |
| 9. First Advantage | 199.69 |
| 10. InCheck | 198.86 |
| 11. Employment Screening Resources (ESR) | 198.74 |
| 12. Asurint | 198.33 |
| 13. HireRight | 196.67 |

Overall Midsize Program Pre-employment Screening Leaders

1. 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 solution. The company stands behind its industry-leading 99.9 percent accuracy rate and unmatched technology to drive operational efficiencies.

Services:

- Global pre-employment background screening
- Comprehensive fingerprint collection and submission
- Drug and occupational health testing
- Vendor/contractor screening
- Electronic form I-9/E-Verify

2. DataFacts

Website: www.datafacts.com

Data Facts background screening solutions have provided clients with reliable, innovative, transformational technology and a personalized customer experience since 1989. This 360-degree support system, built from powerful technology and strong customer service, is the foundation of client relationships.

Services:

- COVID-19 screening
- Drug and occupational health testing
- Employment verifications
- Social media screening
- Driver screening and monitoring

3. Info Cubic LLC

Website: www.infocubic.com

Info Cubic is a PBSA-accredited, one-stop global source for employee screening needs including background checks, drug and occupational health screening, international screening, and risk mitigation support. Its ISO 9001:2015 certification ensures that the company provides the highest quality of research, while its U.S.-based client services team ensures that clients and applicants enjoy the most hassle-free experience possible.

Services:

- Background screening
- Drug testing and occupational health screening
- International screening
- U.S.-based customer and applicant support
- Integrated ATS solutions

QUALITY BACKGROUND CHECKS YOU CAN RELY ON. BUILT FOR COMPLIANCE IN YOUR INDUSTRY. TAILORED FOR YOUR ORGANIZATION.

From financial services to healthcare and transportation to utilities, Cisive's family of companies has you covered when it comes to your industry's complex regulations and compliance guidelines. With a focus on quality and accuracy, there is a Cisive brand that can deliver a tailored background screening program to overcome your industry's challenges and align with your organization's unique needs.

CISIVE. MOVE FORWARD WITH CONFIDENCE.

For more information, visit cisive.com/brands.



4. IntelliCorp

Website: www.intellicorp.net

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

Services:

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

5. 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

6. 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

7. 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

8. CredentialCheck

Website: www.credentialcheck.com

CredentialCheck is a business partner focused on compliance and customer service through employment background screening and drug testing. As a trusted partner, CredentialCheck helps companies hire better candidates to build a stronger, safer workforce.

Services:

- Accredited global expert in background screening
- Applicant tracking/HRIS integrated partner
- Employment and education verifications
- Criminal identity, sanction and monitoring services
- Drug testing and health screening services

9. Crimcheck Technologies

Website: www.crimcheck.net

At Crimcheck, clients deserve a Safe Hiring Advantage. Crimcheck's comprehensive, accurate, and compliant employment screening solutions will improve efficiency, enhance candidate experience, and accelerate time to hire.

Services:

- Background screening
- Drug testing
- Form I-9 and E-Verify solutions
- ATS and onboarding integrations
- Compliance solutions

10. Backgrounds Online

Website: www.backgroundsonline.com

Backgrounds Online has been a leader in the global background screening industry for 24 years. Backgrounds Online is a service-first company built on proprietary technology, accredited by the PBSA, SOC Type-2 Certified, and filled with passionate people making a positive difference.

Services:

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

11. Verified First

Website: www.verifiedfirst.com

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

Services:

- Background screening
- Technology integrations
- Drug testing
- Employment and education verifications
- Form I-9 and E-Verify integration

Overall Midsize Program Pre-employment Screening Providers

| Provider | Overall Ranking |
|--------------------------------------|-----------------|
| 1. Cisive | 432.37 |
| 2. DataFacts | 434.85 |
| 3. Info Cubic LLC | 447.20 |
| 4. IntelliCorp | 414.73 |
| 5. Validity Screening Solutions | 440.18 |
| 6. A-Check Global | 433.87 |
| 7. Corporate Screening Services Inc. | 385.41 |
| 8. CredentialCheck | 446.69 |
| 9. CrimCheck Technologies | 446.17 |
| 10. Backgrounds Online | 442.11 |
| 11. Verified First | 441.43 |

Overall Midsize Program Pre-employment Screening Breadth of Service Leaders

| Provider | Breadth of Service |
|--------------------------------------|--------------------|
| 1. Cisive | 18.60 |
| 2. Info Cubic LLC | 18.05 |
| 3. CrimCheck Technologies | 17.37 |
| 4. A-Check Global | 17.13 |
| 5. DataFacts | 16.64 |
| 6. CredentialCheck | 16.25 |
| 7. Validity Screening Solutions | 15.63 |
| 8. Corporate Screening Services Inc. | 14.30 |
| 9. Backgrounds Online | 14.30 |
| 10. Verified First | 13.22 |
| 11. IntelliCorp | 13.17 |

Overall Midsize Program Pre-employment Screening Quality of Service Leaders

| Provider | Quality of Service |
|---------------------------------------|--------------------|
| 1. Verified First | 198.57 |
| 2. CredentialCheck | 198.50 |
| 3. Backgrounds Online | 197.93 |
| 4. CrimCheck Technologies | 197.37 |
| 5. Info Cubic LLC | 196.97 |
| 6. Validity Screening Solutions | 195.75 |
| 7. DataFacts | 192.09 |
| 8. A-Check Global | 191.53 |
| 9. Cive | 188.80 |
| 10. IntelliCorp | 185.61 |
| 11. Corporate Screening Services Inc. | 170.82 |

Overall Midsize Program Pre-employment Screening Size of Deal Leaders

| Provider | Size of Deals |
|--------------------------------------|---------------|
| 1. Cisive | 6.10 |
| 2. DataFacts | 4.55 |
| 3. Info Cubic LLC | 4.12 |
| 4. IntelliCorp | 3.67 |
| 5. Validity Screening Solutions | 3.63 |
| 6. A-Check Global | 3.60 |
| 7. Corporate Screening Services Inc. | 3.39 |
| 8. CredentialCheck | 3.17 |
| 9. CrimCheck Technologies | 3.11 |
| 10. Backgrounds Online | 3.06 |
| 11. Verified First | 2.83 |