

A SURE WAY

TO MORE TRUST, LESS STRESS.

Three-division staffing agency enhances communication and trust with faster, more streamlined background screenings.

EXECUTIVE SUMMARY



**INDUSTRY
STAFFING**



POSITIONS FILLED:
1,070+
PER YEAR



INTEGRATION:
BULLHORN/ABLE



RESULTS:
TURNAROUND SLASHED FROM
7 - 10 DAYS TO 5 - 10 MINUTES

OVERVIEW

A three-division staffing agency operating within multiple states manages a robust recruitment pipeline, stretching to 1,070 new placements per year. The company's divisions handle staff augmentation for IT infrastructure and network support, outsourced IT development projects, and customer service staffing.

The agency prides itself on open communications, among internal teams and with candidates. But with time, they found that their background screening partner wasn't doing enough to help them facilitate the strong relationships on which the business depends.

THE CHALLENGE

A key problem for the agency was turnaround. "It is so critical for us to ensure that we meet the deadlines and requirements of our customers," says the firm's Director of Operations.

Unfortunately, consistent delays in background screenings had the human resources team and even sales representatives pitching in to complete education and employment verifications in time to place candidates. Not only was the "all hands on deck" approach compromising revenue-generating activities, it was undermining trust.

Sales representatives landing new accounts worried whether the agency would be able to meet the contractual requirements. HR questioned whether the background search provider would come through. And candidates bombarded with numerous emails and requests for documentation were left wondering if this was the firm to turn to with their career goals.

“ A background check can make or break an employee start. If an employee doesn't start, that's lost revenue for us and lost commission for the sales team. ”

LET ASURINT BE YOUR TRUSTED SCREEN TEAM

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TRYING IT ON

The firm wanted something better. They knew they needed customizable background search packages to meet clients' varied screening requirements, as well as full-service education and employment verifications to remove that burden once and for all.

What's more, the importance of communication meant that the company expected an exceedingly high level of customer service—not just email or chat response, but a person on the other end of the phone who could resolve any issue quickly.

Integration with the agency's Bullhorn ATS system was also a priority. And when the company added Able to their HR toolkit, they were pleasantly surprised to find Asurint integrated with that software, too.

The clincher, though, was a head-to-head test. Acutely aware that a sales pitch doesn't always align with the actual product or service, the firm's Director of Operations utilized the trial period Asurint offers clients. Her team ran half of pending background searches through the existing provider and half through Asurint's system. They quickly discovered that there was just no comparison.

“

I can tell you right now, we've gotten results back in literally 5 to 10 minutes in counties where it would take 7 to 10 days before.

”

REGAINING TIME, REBUILDING TRUST

With the decision made, Asurint proceeded with search-package customization that had all three divisions up and running in short order. And the company enjoyed an immediate, positive impact. No more verification fire drills. And no more concern over whether all background screening components would come together in time.

“

It relieved a lot of stress for the sales team, and they trust us more.

”

The process is better for candidates as well. Background screening is now fully integrated with onboarding and easier for new employees to complete. And that's done more than make the great first impression the company always wanted.

“

We're seeing better employee engagement from the get-go.

”

When talent is your business, a background screening partnership that improves team relationships and drives employee satisfaction is a powerful advantage, one company is glad to have secured.

“

Asurint brought us time and trust. We are much more confident in what we do on a day-to-day basis and how we support our employees.

”

Asurint is innovating the background screening industry. Our powerful, customizable technology—backed by subject matter experts and personalized assistance—helps employers hire the right candidates every time, and faster than ever before.

Our clients leverage faster background checks to reduce manual workloads, minimize compliance risk, promote a safer workplace, and drive insights to boost hiring and recruitment success without sacrificing comprehensive, complete records. From the first candidate interaction to the final hiring decision, Asurint helps HR professionals get what they desire—to achieve a streamlined process and seamless candidate experience.

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