

Top Screening Services Providers

Top Outsourced - Screening Services Provider

EMPLOYMENT SCREENING SERVICE BUYERS RANK THEIR PROVIDERS BASED ON QUALITY, SCOPE, AND BREADTH OF SERVICE. BY HRO TODAY STAFF

Life is full of ironies. In our annual examination of the outsourced employment screening market, we adopted a new approach this year in compiling the list. In the past, we relied on industry input to determine the biggest vendors in this segment, and what we discovered was that this was not a reliable indicator. So when we decided to ask buyers about their outsourcing experience, we figured they would be a more independent group of judges.

To do this, we asked dozens of providers to help us in two ways: provide data about themselves and approach customers on our behalf to participate in an online, anonymous satisfaction survey. Here's the irony: for a group of providers whose mission is to unearth information, an overwhelming majority of them were remarkably stingy about sharing information. As a result, valid customer data were available for only 11 large providers in the marketplace, which may be an indicator of the fragmented nature of the screening services industry. While there are

hundreds of vendors that provide employment screening services, most produce less than \$500,000 in revenues. And among larger vendors, their ranks are shrinking through mergers and acquisitions.

A look at the customers that participated in the survey revealed both large and small employers that have simple as well as very complex needs. By and large, buyers were mostly satisfied with their providers, but many indicated that there is always room for improvement. Issues such as data accuracy, timeliness, and compliance seem to be the foremost concerns for users of outsourced screening services. However, they also look to the market for technological innovations, guidance on best practices, and risk management support.

The good news is that through customer and vendor input, it's clear that the employment screening industry is not static; many spoke of the innovations they receive and the ease with which they can quickly vet candidates. More importantly, they

are getting the compliance support and useful data they need to better their hiring process.

Another interesting development among many of the providers listed here is the partnerships they are forming with ATS technology provider. By doing so, employers as well as their outsourced recruitment vendors can more efficiently process candidates and get vacant job openings filled more quickly. Turnkey service has always been high on buyers' wish list, and these collaborative efforts help to fulfill their wishes.

Although our ranking of employment screening service providers has produced a smaller group of top vendors than last year's report, it may be more helpful to our buyer readers; they can more quickly weed out the also-rans. Good outsourcing relationships are built on partnerships. A provider unable to produce clients who can vouch for them may be on shaky ground. And that's one vendor you should avoid at all costs.

Company

* Employees Screened (2007)

URL



3 CORPORATE SCREENING SERVICES, INC.

300,000*

CorporateScreening.com

The Rankings: HRO Today employed a set of questions gauging user experience in our survey of outsourced screening service buyers. The survey findings reveal Corporate Screening ranked third in the Overall Rankings of Screening Service Providers and second in the Quality of Service category.

Corporate Screening's roots can be traced back to 1987, when it specialized in general investigative services. Since then, the company has focused more on employee background investigations. In 1993, Corporate Screening developed a background product to specifically cater to the pre-employment screening field. Boasting a staff of more than 70 analysts and sales consultants and a network of researchers across the U.S., the Middleburg Heights, OH-based company offers not only screening services but also analysis to clients.

Workplace Screening Services: SSN trace/identification searches; court record searches including criminal and civil at federal, county, and municipal courts; statewide criminal records; fingerprinting; national criminal database searches; sexual offender registry checks; motor vehicle record checks; credit reports; employment, education, and professional license verifications; international checks; news media searches; U.S. and international government database searches; numerous other public record searches; drug testing; employment physical examinations; I-9 form completion; online job application; and self-funded background screening portal.

Most Important Metrics: Client satisfaction rating; mean and median turnaround time; percent decrease in outliers; accuracy rating; customer attrition; hit-to-search ratio; and support response time.

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