



## 2009 Baker's Dozen: Top Screening Providers

In last year's annual examination of the outsourced employment screening market, we adopted a new approach in compiling the list. Before 2008, we relied on industry input to determine the biggest vendors in this segment, but we discovered 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. In an ironic twist, we "background checked" screening providers.

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. Last year, the providers were remarkably stingy about sharing information. As a result, valid customer data was available for only 11 providers in the marketplace. We did not have the best sample size, but our research staff deemed it statistically significant, and we proceeded to publish. Even with the small sample, however, our readers used the screening Baker's Dozen as a guide in selecting their vendors, and this year we have received unprecedented and gratifying cooperation that makes the list even more valuable.

The 2009 survey received a staggering 271 customer responses from active client users, and is the largest customer satisfaction research survey ever produced in the employment screening service industry to our knowledge. We surveyed referred customers and buyers from last year's survey and our own database.

No matter what your needs are, the providers listed here can clearly address them effectively. How do we know? A look at the customers who

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 customer and vendor input reveal that the employment screening industry is not static; many spoke of the innovations they have seen and the efficiency with which they can vet candidates. More importantly, they get the compliance support and useful data for improved hiring processes. Another interesting development among many of the providers is the partnerships they have formed with ATS or HRMS providers. By doing so, employers as well as their outsourced recruitment vendors can more efficiently process candidates and fill vacant job openings. Turnkey service has always been high on buyers' wish lists, and these collaborative efforts help to fulfill their wishes.

Again, this year we rated based on three dimensions: breadth of services offered, which refers to services in scope; size of deal, which focuses on the average size of transactions or "screens" provided and at what level to clients; and, of course, quality of service. Quality of service is the most heavily weighted category in our overall index, followed by breadth of service and, last, the size of deal. We chose this order because we know quality of service is always the preeminent consideration. **HRO**

Overall Rankings	
<b>1.</b>	<b>Intelius Screening Solutions</b>
<b>2.</b>	LexisNexis
<b>3.</b>	First Advantage
<b>4.</b>	HireRight
<b>5.</b>	Axciom
<b>6.</b>	Intellicorp Records
<b>7.</b>	Corporate Screening Services
<b>8.</b>	Employment Background Investigations
<b>9.</b>	GIS
<b>10.</b>	Accurate Background
<b>11.</b>	Verifications
<b>12.</b>	Pre-employ.com



Intelius Screening Solutions is an on-demand employment and drug screening solutions provider that delivers configurable and comprehensive screening services to small and medium-sized businesses (SMB) throughout North America. The provider delivers affordable, customer-driven solutions that help lower cost, increase efficiency, and reduce risk. Headquartered in Bellevue, Washington, with offices throughout North America, Intelius is ranked 127th on Deloitte and Touche's 2008 list of Fastest Growing Tech Companies in North America, and is listed as an Inc. 500 company. To learn more: [hr.intelius.com](http://hr.intelius.com) | (877) 974-1500 | [sales@intelius.com](mailto:sales@intelius.com)

# Screening Drivers

*A bellwether bus driver backgrounder.*

BY TODD OWENS



National Express Corporation (NEC) is the the North American subsidiary of National Express Group, PLC, one of the premier transportation firms in the United Kingdom. NEC is made up of Durham School Services in the United States and Stock Transportation in Canada. Together, Durham School Services and Stock Transportation operate more than 15,000 school buses and serve more than 300 school districts in 29 states and two provinces. NEC's U.S. headquarters houses the administrative and support functions for the company, while customer service centers are supported by regional operations teams located throughout North America.

## BUSINESS CHALLENGES

Deanna Jenca, director of recruiting for NEC, oversees the corporate and operations employee recruitment for the U.S. and Canada. Because NEC provides transportation for school children, Jenca needed a reliable pre-employment background check provider to deliver the highest quality results and service to ensure that NEC upheld its rigorous standard for the highest level of safety in its industry.

Before connecting with Intelius Screening Solutions, Jenca was frustrated by NEC's prior employment screening provider because their results were often inaccurate, and their customer service was unresponsive. Jenca needed an employment screening provider that could provide fast results without sacrificing quality, and one that would be swift and proactive with its customer support when bumps in the road arose.

Given the expansiveness of NEC's locations, Jenca also needed her employment screening provider to be an innovative, technology-driven company that could seamlessly integrate its background screening services with the information housed in their applicant tracking system, Taleo Business Edition Recruit. After a full evaluation of vendors, it became obvious to Jenca that Intelius and its turnkey integration with Taleo was the right choice for NEC.

Immediately after taking the wheel, Intelius Screening Solutions, together with Taleo Business Edition, automated and streamlined NEC's recruiting and screening processes, transcending the way NEC attracted, vetted, and hired its employees. NEC no longer had to drive two separate solutions to manage and screen applicants. Instead, employment screening was initiated directly from their applicant tracking system. The pre-integrated solution from Intelius and Taleo eliminated time-intensive

duplicate data entry for Jenca and her team, and helped ensure that fewer errors existed from manually entering the data. Additionally, all candidate screening results returned from Intelius could be viewed directly from within Taleo.

Intelius Screening Solutions also created a fully compliant solution for NEC's industry by implementing customized screening packages, including pre-integrated electronic drug screening, to meet NEC's stringent safety requirements. Intelius identified additional opportunities for NEC to further improve its screening standards. For example, by consulting with Intelius, NEC instituted processes affecting fingerprinting sources, Canadian employment legal counsel, and state-by-state compliance updates—further driving automation and best practices throughout their hiring and screening processes.

Intelius Screening Solutions made it easy for NEC to get up and running quickly. Intelius' account management team configured NEC's solution and delivered tailored training to educate NEC users and answer Jenca and her team's questions. Once they were steering their new solution from Intelius independently, Intelius Account Management was available to help NEC finetune the system and roll it out across their organization to ensure NEC's success.

The company is enjoying the following results:

- An end-to-end, paperless solution to support hiring and screening needs;
- Improved, more efficient hiring and screening processes;
- Screening results received nine times faster than previous solution;
- Time, resources, and energy savings;
- Reduced turnaround time on drug testing results from more than two weeks to one-to-two days; and
- Improved hiring policy compliance.

Intelius Screening Solutions stays on the forefront of ever-changing state-by-state employment regulations so that Jenca does not have to worry about regulation changes. The most beneficial effect is that she is freed up to focus on more strategic HR activities. For example, by embracing technology-driven solutions—such as the one from Intelius and Taleo—Jenca has been able to more vigorously support NEC's initiative to "go green." And that has further accelerated NEC's efforts to practice business more sustainably by driving out paper from a historically paper-intensive process.

HRO

*Todd Owens is the general manager of Intelius Screening Solutions.*

---

**“Intelius’ ability to provide leading-edge, technology-driven solutions and highly accurate results was right for us.”**  
— Deanna Jenca, NEC

---