

Customer Success Story

Price, Efficiency, Security: PACE Gets What It Needs with HireRight

There had to be a better way.

That's what Dorothy Ortiz, HR Manager at PACE Computer Solutions in Columbia, Maryland, kept thinking every time she did a background check. And that was often. PACE has been one of Inc.'s 5,000 fastest-growing companies three years in a row.

With her prior background checking provider, she never knew how long a background check would take, or what it would cost. The cost per applicant was between \$100 and \$600, depending on the number of an applicant's previous employers. Even worse, PACE almost lost an important client because a background check on an applicant wasn't completed on time.



Discreet, Dependable Service

PACE Computer Solutions switched to HireRight and the HireRight Professional solution in mid-2011. HireRight Professional provides a fast, easy, accurate and secure solution that automates the employment background checking process for both employer and applicant.

"Before, our recruiter gathered information from applicants, passed it to me, I'd fax or email it to our background checking provider— and then we'd wait for reports," explains Ortiz. "Now with HireRight Professional, applicants go online and do the data entry themselves. Their information is kept confidential, and I don't have papers all over my office."

She says in this security-conscious age, applicants appreciate keeping control of their own information, reducing the possibility of a data compromise that came with using hard-copy forms.

Timely Reporting

Ortiz also likes the frequent status updates she receives with HireRight's system. Ortiz stated: "Once each step of a check is completed, HireRight notifies me. Our old vendor would just say that the check wasn't done yet. But HireRight tells me when the job check is finished, or whether, for example, the criminal check is delayed, or if we're just waiting on the credit report. I can also obtain this information by simply logging on to see exactly where we are in the process."

Criminal checks, she reports, are the most crucial in employment decisions. With HireRight, Ortiz said she almost always receives these in a matter of hours.

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— Dorothy Ortiz, HR Manager

"Pushing back a project start date by even a single day can be a big issue for us," Ortiz comments. "So knowing for certain when we will receive data from HireRight, and can therefore make an offer, is an enormous relief."

Affordable for Smaller Businesses

With about 100 employees, PACE didn't have the budget for—or necessarily need—an expensive, complicated background screening solution. "The most important factors when outsourcing background checks are price, efficiency and security," Ortiz says. "Everything else is just bells and whistles."

This explains why she is so happy with HireRight's approach. "Luckily for us, HireRight understands the needs of small- to mid-sized companies who don't have the volume to get price breaks. They treat us with the respect as if we were much larger, and give us exactly the level of service we need at this stage of our growth."

When Ortiz looks back on her previous difficulties screening potential candidates, she says that she's grateful PACE made the switch—and wishes that she'd known about HireRight earlier. "Once we discovered a way to get background checks done at a lower cost, with better reports and improved security, we would have been very foolish not to switch."

Challenge: Previous background checking provider was slow, unreliable, provided incomplete information and expensive. The process was also very manual and time-consuming.

Solution: HireRight Professional—an on-demand background screening solution that provides a client dashboard that displays progress status and an online solution for applicants to provide their information directly to HireRight.

Results: Streamlined processes, real-time status updates, quicker report completion, lower costs, greater efficiency and improved security.

Customer:

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Industry: IT development and consulting

Locations: Two, with global presence

Employees: 100+



About HireRight

HireRight is a leading provider of on-demand background screening, drug and health screening and employment eligibility verification solutions that help employers automate, manage and control screening programs. Many companies, including more than one-third of the Fortune 500, trust HireRight because the company delivers customer-focused solutions that provide greater efficiency and faster results. HireRight is an Altegrity company. HireRight worldwide headquarters are located in Irvine, California, with offices and affiliates around the globe.

Getting Started

For more information about HireRight, call or visit us online.

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www.hireright.com

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