

A Publicly Traded Financial Institution Gets a Platform Upgrade and Peace of Mind

Changing screening providers can seem daunting, even when your high-volume hiring needs have clearly outgrown your current platform.



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We knew it was time to upgrade our screening service, but no one looks forward to that process. **So glad we did.** GHRR's understanding of our workflows and their platform's flexibility made the transition painless. We have much **better visibility** into our orders and **love the level of detail** we can see.”

CHIEF HR EXECUTIVE, PUBLICLY TRADED FINANCIAL INSTITUTION

Overview

When this financial institution's current screening provider could no longer keep up with its escalating hiring velocity, the company desperately needed a more intelligent and scalable solution. So, what was the holdup?



INDUSTRY: Finance

ORGANIZATION:

Publicly traded financial institution

CHALLENGE:

Overcoming their fears about upgrading their employment screening platform to meet high-volume hiring needs

COMPLEXITY:

- 3,500 employees
- 200 financial centers
- 5 states
- Highly regulated industry

A much-needed platform upgrade. A much-dreaded process.

When the fear of change outweighed the demand for an upgrade, this company needed a team with more to offer than cutting-edge technology.

A FAMILIAR SCENARIO:

Even though the client had outgrown its current screening platform, it feared that changing providers would mean:

- A nerve-racking experience
- Disruption to day-to-day workflow
- A months-long implementation process
- Loss of existing data
- Potential security breaches

A LONG-OVERDUE UPGRADE:

The client knew that if it wanted to remain a leader in the race to hire top talent, it needed a more robust, intelligent employment screening platform with:

- **Greater transparency**
- **Fewer customer support issues**
- **Faster turnarounds**
- **Up-to-date features and functionality**
- **Improved candidate experience**



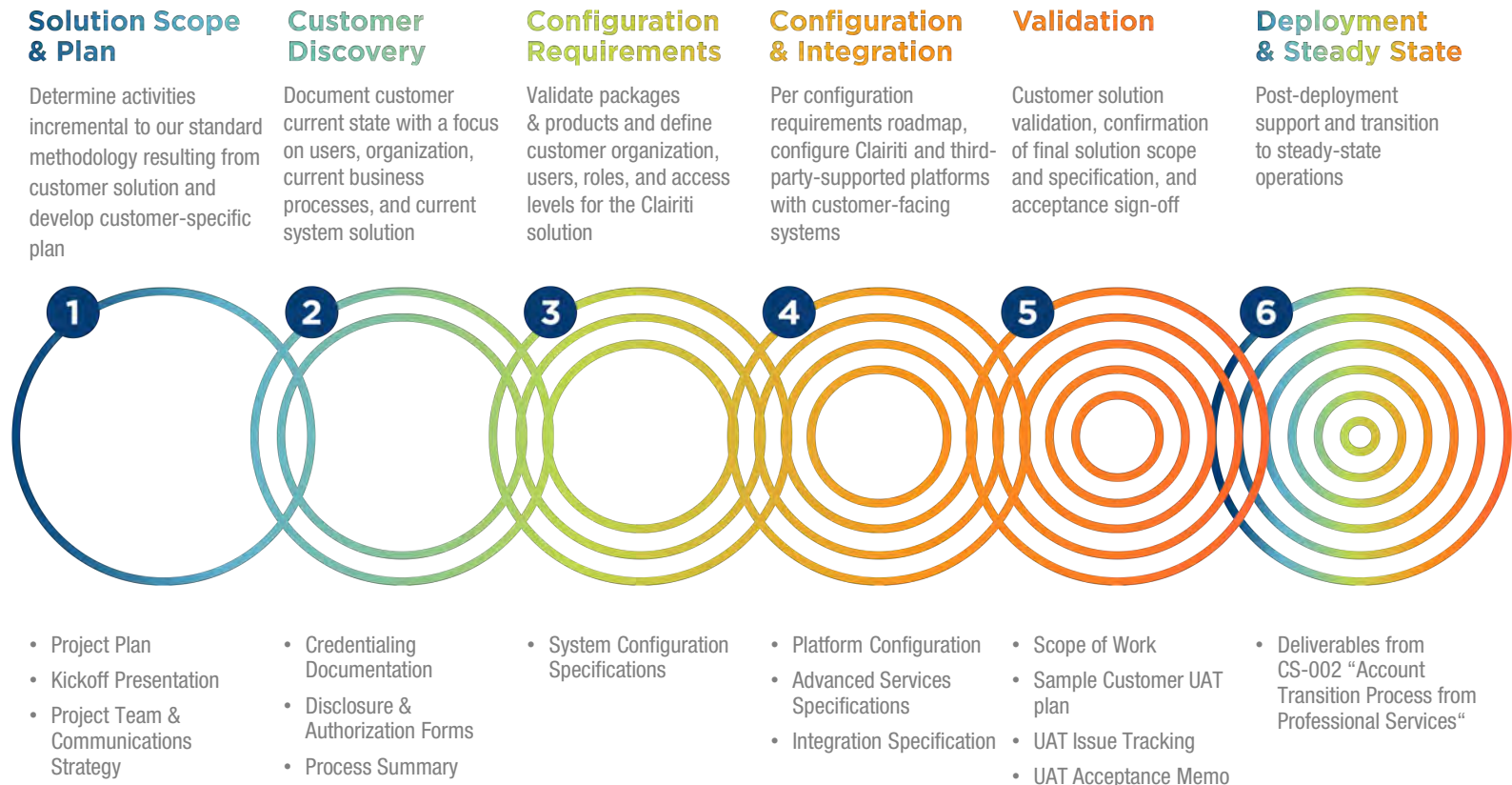
“Experience has taught us that the bigger the company, the faster it outgrows its platform. Clairiti™ has the latest features and functionality our enterprise clients need, and our industry experts and best-in-class service teams make each transition a smooth one.”

Eric Higginbottom, CTO, Global HR Research

Global HR Research's Approach

Because of the project's magnitude and complexities, Global HR Research launched it with two teams: Account Management and Implementation.

This approach allowed the "go-live" and the implementation process to function seamlessly. The project initiated the following:



Your Deliverables

A process built on trust.

Our approach strikes a balance between time to market, process improvement, and our client's peace of mind.

■ A SINGLE, DEDICATED, TEAM-BASED APPROACH

- ✓ Lead by seasoned GHRR financial-industry experts
- ✓ Collaborative process ensured the GHRR team understood the client's needs, concerns, and trepidations
- ✓ Continuity across everything from platform implementation to onboarding to day-to-day support

■ A STRATEGIC FOCUS ON TODAY'S BUSINESS WITH AN EYE ON THE LONG TERM

- ✓ Capitalizing on knowledge gained during the sale allowed GHRR to accelerate kickoff and delivery
- ✓ Focus on long-term business needs ensured an improved experience for both the client and candidates

■ A PLATFORM THAT ALIGNS TO THE WAY THE CLIENT WORKS

- ✓ Using our six-step implementation process, we seamlessly integrated Clairiti into existing workflows
- ✓ Aligned Clairiti to the client's established HR practices

■ A TAILORED TRAINING AND ONBOARDING EXPERIENCE

- ✓ With multiple trainings offered both in person and online, we ensured the entire client team was comfortable with the new platform
- ✓ GHRR provided training and reference materials tailored to the client's end-to-end business processes and success criteria



“Because we designed our platform from the ground up to be more fluid and adaptable to today's HR needs, we spend less time on the tech, and more time helping our clients through the transition. It's our unique mix of intelligence, tech and teams that sets GHRR apart.”

– Brandon Phillips, Founder & CEO, GHRR

Success on our client's terms.

When the transformation was complete, the client noticed the difference immediately

- **FASTER TURNAROUND TIMES**
- **GREATER VISIBILITY INTO THE SCREENING PROCESS**
- **REDUCED CALLS TO CUSTOMER SUPPORT FOR STATUS UPDATES**
- **ENHANCED FEATURES AND FUNCTIONALITY FOR HIGH-VOLUME HIRING**
- **IMPROVED USER EXPERIENCE FOR BOTH CLIENT AND CANDIDATES**

Today, their screening platform is no longer a burden or a bottleneck in their hiring strategy.

Through collaboration with our GHRR service team, the client's background screening process is now a seamless part of the day-to-day workflow, and data output has significantly improved.

And we will continue to provide this client with the level of intelligence and expertise it needs for their growing company—for years to come.



“We don’t miss anything [about our old platform]... We feel much more in control: we’re getting faster turnaround times. Even the candidate experience is much smoother and faster.”

Human Resources Director

Why choose Global HR Research?



INTEGRATED SOLUTIONS

The hiring and screening process doesn't need more complexity. We're able to seamlessly integrate with most ATS systems.



PEACE OF MIND

Because you have more important things to worry about. Our compliance and security meet or exceed all standards.



A BETTER CANDIDATE EXPERIENCE

When you get this close to the finish line, it's critical to keep making a great impression.



EXPEDITED TURNAROUND TIMES

Now is not the time to lose extraordinary talent to the competition. Our time-tested processes and automated technology can cut waiting time up to 50%.



CONFIGURABLE & SCALABLE

We believe a background screening program needs to adapt to your operations, not the other way around.

Want to learn more? [Request a demo!](#)

ABOUT GLOBAL HR RESEARCH Global HR Research (www.ghrr.com), the home of Clairiti™ screening technology, combines advanced background screening solutions, data, and business analytics to deliver better background screening programs to thousands of customers and their candidates. Serving medium-sized businesses to Fortune 500 companies across the country, Global HR Research has been recognized for the past ten years in *HRO Today* Magazine’s “Bakers Dozen” list of top national

background screening providers and by *Workforce* Magazine’s “Hot List” of top background screening providers for the past seven years for exceptional customer satisfaction. Global HR Research is accredited by the Professional Background Screening Association (PBSA), as recognized by the Background Screening Credentialing Council (BSCC).

