

COVID-19 Compassionate Response Triggers Increased Hiring & Rapid Background Screening

Unlike many other industries this national grocery chain of over 200+ stores, has had to quickly find the right balance between meeting both customer demands, and the wellbeing of their highly valued and loyal employees.



“ We were beyond delighted to learn Global HR Research’s “Swift Hire” program was able **to adapt** to our operations **vs. changing** our processes.”

When a company needs a partner capable of accelerating their services with little to no notice

COVID-19 left little, to no time, for businesses to react. The operational approach to meeting a “panicked” demand required rapid decision making, but the wellbeing of their employees was their first priority – generously offering anyone the opportunity to step back from normal hours, with full pay, in order to care for themselves and/or their families.

The new hiring paradigm could not support their current process standards which had to meet the following criteria:

■ **24 HOUR TURN-AROUND TIMES:**

Every new hire needed to fill a roll as part of their customer support team as quickly as possible. 24-hour criminal and social security check fills the immediate need.

■ **RAPID CUSTOMER SUPPORT RESPONSE TIME:**

In order for the chain to deploy their accelerated hiring plan - consistency, accessibility, and reliability all became critical when trying to identify the right solution.

■ **A CONFIGURABLE PLATFORM:**

The best background screening platform should adapt to the organization. In this case, the chain required order entry and services nimble enough to keep up with their hiring pace.

■ **COAST TO COAST APPLICANT SERVICES:**

They required a support partner who could service their Background Screening for all of their brands located throughout the US.

The shift required supporting as many as 200-300 new hires per week, without compromising their background screening requirements.



GHRR's Ability to Adjust in Near Real-Time, Earned Highly Valued Trust

We're Problem Solvers, and Customer Obsessed. We gathered the unique needs and identified an easy work-around solution to accommodate their expedited needs

- **QUICK ACCESS TO DISCLOSURES AND AUTHORIZATIONS**

The "Swift Hire" application is capable of turning around results within 24 hours.

- **ON-DEMAND TRAINING**

In a brief period of time, GHRR was able to educate the critical owners.

- **RAVE REVIEWS FROM OUR USERS**

Feedback we love to brag about. Users love Global HR's Clairiti platform.

[See reviews.](#)



"We take pride in our new technology, but even greater pride in the commitment to excellence of our account management teams."

Brandon Phillips
President and CEO of Global HR Research

Why choose Global HR Research?



INTEGRATED SOLUTIONS

The hiring and screening process doesn't need more complexity. We're able to seamlessly integrate to 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 continue a great impression.



EXPEDITED TURN-AROUND 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 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).

