

5 STEPS TO GETTING BETTER ROI FROM YOUR BACKGROUND SCREENING PROGRAM

Background checks have become invaluable tools to help businesses make informed hiring decisions. But is your organization getting the most from your background screening platform?



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INTRODUCTION

Monitoring key performance indicators (KPIs) around the hiring process, and your screening program in particular, can help you answer this question. Time-to-hire, cost-per-hire, and quality of the candidate pool are the most commonly used KPIs for hiring, according to the Society for Human Resource Management. Your organization's metrics may differ; for example, you may also want to measure time-to-fill, turnover, or candidate satisfaction.

All too often, however, an outdated background check platform that lacks the features needed to measure your KPIs makes it difficult to assess your ROI, much less make progress toward your goals.

AMONG THE PROBLEMS THAT CAN ARISE:

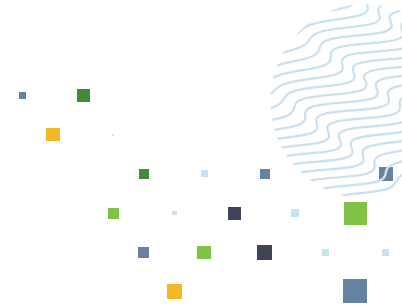
- **Inefficient manual procedures waste time that your HR team could be spending on higher-value activities.**
- **A slow background screening process delays employee onboarding, leaving your organization to operate with key positions unfilled. You may even lose highly qualified candidates to competitors with faster screening processes.**
- **Your background check provider's unclear pricing and billing system makes it difficult to monitor costs. Without visibility into spending, you could be wasting money unknowingly.**
- **Relying on inaccurate, outdated, or missing data can expose your organization to compliance violations, reputational harm, and even litigation.**

Are you eager to avoid these risks, assess your screening provider's true value, and improve the ROI of your background screening program?

Follow these five steps to assess your screening program, and see how GoodHire's advanced platform can help you get better background check ROI.

STEP 1

CALCULATE SCREENING COSTS AND IDENTIFY OPPORTUNITIES FOR HARD AND SOFT COST SAVINGS.






All background screening vendors are not created equal. Depending on the vendor you use, you may find that your HR team is still spending an inordinate amount of time managing the background check process and wasting time on tasks that could be automated, or eliminated altogether, such as:

- Reviewing alerts, processing them against your adjudication matrix, and initiating pre-adverse action
- Dealing with paper-based forms
- Playing phone tag or emailing back and forth with your employment screening vendor to get status updates on background checks
- Contacting candidates to prompt them to start the background check process, provide the correct forms, guide them through the process, or answer questions

TIP

To pinpoint potential areas of savings in your organization, ask each HR employee on your staff to estimate the average number of hours per week they devote to background checks. Based on your HR team's salary, how much money could you save by implementing a more efficient background check process? Do the math, and the answer will be clear.

An advanced background screening solution like GoodHire automates workflows and eliminates those tedious, manual tasks, saving your organization time and money. **FURTHER, BUILT-IN FEATURES HELP YOU STREAMLINE EXPENSE MANAGEMENT AND MONITOR COSTS SO YOU CAN EASILY TRACK KPIS. THESE INCLUDE:**

-  **Transparent pricing and easy-to-understand invoices.**
In order to monitor ROI, you need to know exactly what you're paying for. GoodHire lets you split orders by billing codes for easier invoicing. Knowing which costs to allocate to which part of your organization helps you monitor the performance of your screening program and facilitates accurate planning and budgeting.
-  **Ability to track performance with reporting tools.**
The more ways you can slice-and-dice data about your background check program, the better you can monitor your KPIs and assess ROI. GoodHire's reporting capabilities allow you to track important metrics, such as average turnaround times for different screens, as well as track background screening volume and expenses by organization, location, or department.
-  **Ability to manage decentralized hiring from one dashboard.**
Overseeing multiple hiring locations or entities can get complicated. You need a solution that enables Account Hierarchy, allowing you to oversee screening programs for multiple accounts—such as different locations, departments, brands, franchises, or client companies. GoodHire simplifies administrative processes for multiple accounts, enabling you to control costs by setting up custom background check packages, fee settings, and feature access by specific account or user role.



57%

**OF CUSTOMERS SAY
GOODHIRE REDUCED THEIR
BACKGROUND CHECK COSTS
BY 50% OR MORE***



46%

**OF GOODHIRE CUSTOMERS
SAVED 6 TO 10 HOURS PER
WEEK OR MORE PROCESSING
BACKGROUND CHECKS***

*Source: TechValidate survey, "Customers Achieve Better Results and More Value with GoodHire", 2020

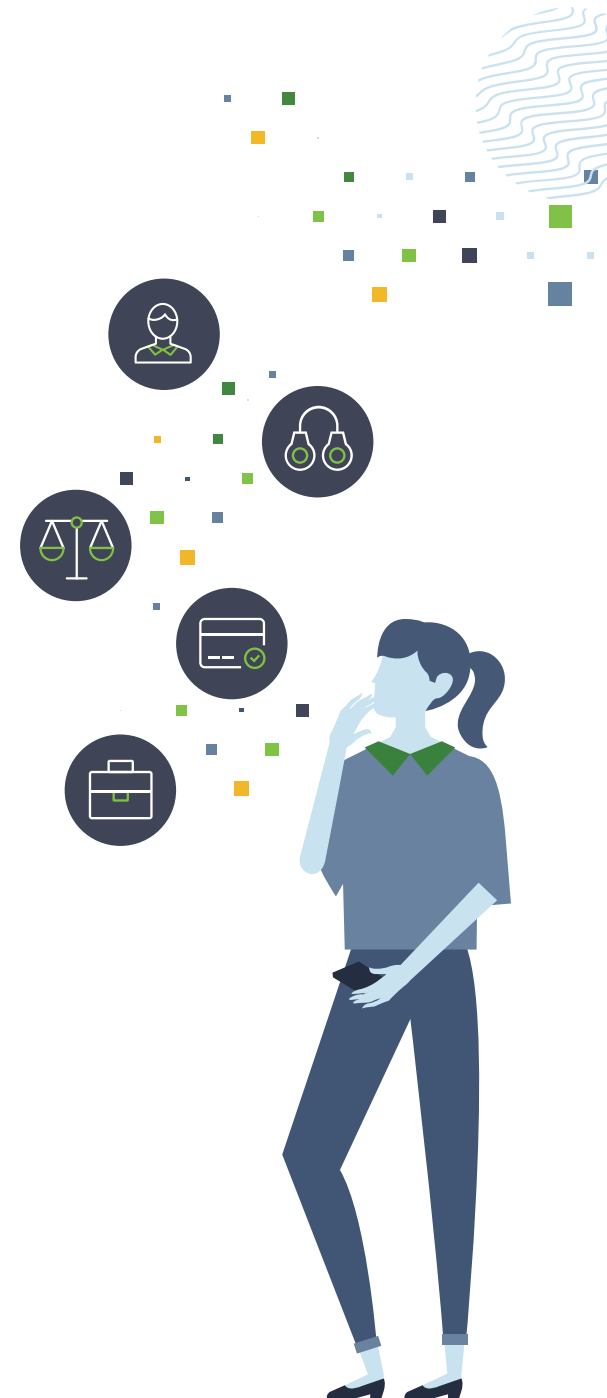
STEP 2

EVALUATE YOUR SCREENING PACKAGES AND CUSTOMIZE THEM BY ROLE AND POSITION.

Conducting background checks is not a one-size-fits-all process. Different industries, locations, and positions require different background screenings, and your organization undoubtedly has its own unique criteria. Performing unnecessary screenings can waste time and money. But omitting a critical check can expose you to costly compliance and liability issues.

TIP

Look at your background check policy, then look at your screening packages. Are your report packages based on the role the job candidate will play once hired? Do you have different packages for different position levels? For example, you might construct your policy to require employment verification and education verification for all senior management roles, but not for certain entry-level roles.



AVOID OVERSCREENING—OR UNDER SCREENING—AND SAVE MONEY WITH A VENDOR THAT OFFERS CUSTOMIZATION TO FIT YOUR NEEDS. WITH GOODHIRE, YOU GET:

- ✔ **A wide range of screens.**

Comprehensive screening options ensure you can get the screens you need—not just today, but as your needs evolve. GoodHire offers 200+ screening services, including national, state, county, and federal criminal records checks; civil court checks; drug screening; motor vehicle records checks; credit reports, and many more.
- ✔ **Customizable screening packages.**

You can easily tailor GoodHire’s screening packages based on a variety of factors, including industry, position, location, and company policy. Update your packages whenever relevant laws or your screening requirements change. Customizing packages by job role also helps ensure that all candidates for the same position types are screened consistently, supporting fair hiring practices and helping to protect your organization from legal liability.
- ✔ **Up-to-date, high-quality data.**

When you’re basing hiring decisions on background checks, you need to be confident the information returned is reliable. The quality of your vendor’s data is key to the quality of results. GoodHire aggregates and hosts more than 1 billion candidate records from over 1,400 regularly updated local, state and federal data sources. Data is cross-referenced and data matched for accuracy, while advanced data engineering, compliance filters, and ongoing manual reviews enhance precision for an industry-leading 0.05% dispute rate for criminal records.

80%

**OF CUSTOMERS RATE
GOODHIRE’S REPORT
ACCURACY AND DATA
QUALITY AS SIGNIFICANTLY
BETTER THAN THE
COMPETITION’S***



*Source: TechValidate survey, “Customers Achieve Better Results and More Value with GoodHire”, 2020

STEP 3

AUTOMATE PROCESSES TO IMPROVE EFFICIENCY.

Reviewing each candidate's results is among the most time-consuming tasks in the background screening process. You can't skip this essential task, but you can find ways to do it faster and more accurately.

TIP

Determine how much time your HR team spends manually reviewing background check results and comparing them against your adjudication guidelines. How much time is spent simply flagging or clearing candidates, and how much is spent on higher-value tasks requiring a human touch, such as performing individualized assessments?

If your team is spending a disproportionate amount of time reviewing results or manually sending pre-adverse and adverse action notices, selecting a vendor that can automate much of the process could make a huge difference. Finally, be sure to consider the time HR spends staying current on background check laws, especially if yours is a large organization with locations in different cities or states.



GOODHIRE'S PLATFORM INCLUDES FEATURES THAT AUTOMATE THE REVIEW PROCESS, MAKING YOUR TEAM MORE PRODUCTIVE AND ENHANCING THE ROI OF YOUR SCREENING PROGRAM. THESE INCLUDE:

✔ **Customizable, automated adjudication built into the workflow.**

Manually comparing reports with results to your adjudication matrix is time-consuming and rife with potential for errors. With GoodHire's Advanced Decisioning features, you can use automated adjudication to specify disqualifying offenses for specific roles and apply your chosen adjudication rules to speed your background check review workflows. Further, the integrated adverse action workflow assesses screening results according to your rules; applies the relevant federal, state and local laws; and automatically notifies you when you can legally start the adverse action process, and lets you send adverse action notices right from the dashboard.

✔ **A solution that automatically applies federal, state and local compliance rules.**

Background check compliance requires keeping up with constantly changing federal, state, county and city laws. It's especially challenging for regional or national organizations or those that hire remote employees. Using a solution with built-in compliance workflows helps eliminate these headaches. GoodHire's automated compliance filters take all applicable laws into account, including FCRA, state laws, and local ban-the-box requirements, as well as EEOC guidance, to remove records from your reports that you can't legally consider in the hiring process. This mitigates legal risk and saves time and effort, particularly in high-volume hiring situations

77%

**OF CUSTOMERS RATE
GOODHIRE'S BREADTH OF
FEATURES AND CAPABILITIES
AS SIGNIFICANTLY BETTER
THAN THE COMPETITION'S***



*Source: TechValidate survey, "Customers Achieve Better Results and More Value with GoodHire", 2020

✔ **Tools to filter results.**

GoodHire's record filtering feature lets you customize your background check results to filter out records immaterial to your hiring criteria, saving time and improving efficiency by reducing the need for manual review. Specify which records to show or hide based on your company policy. For example, hide marijuana use offenses if it's legal in your location and isn't an automatic disqualifier for the specific position. This also helps ensure that rules are applied consistently for every candidate, reducing the risk of discrimination lawsuits.

✔ **Automated alerts throughout the process.**

Why is a candidate's background screen taking so long? When can you expect results? Having to contact your provider for updates is frustrating and time-consuming—and while you're stuck in limbo, you could lose top candidates to the competition. GoodHire's automated alerts provide transparency so you always have visibility into the process. Receive estimated delivery times, real-time status alerts, and automated notifications when you need to take action.

87%

**OF CUSTOMERS SAY
GOODHIRE IMPROVED
BACKGROUND SCREENING
EFFICIENCY BY 50%
OR MORE***



*Source: TechValidate survey, "Customers Achieve Better Results and More Value with GoodHire", 2020

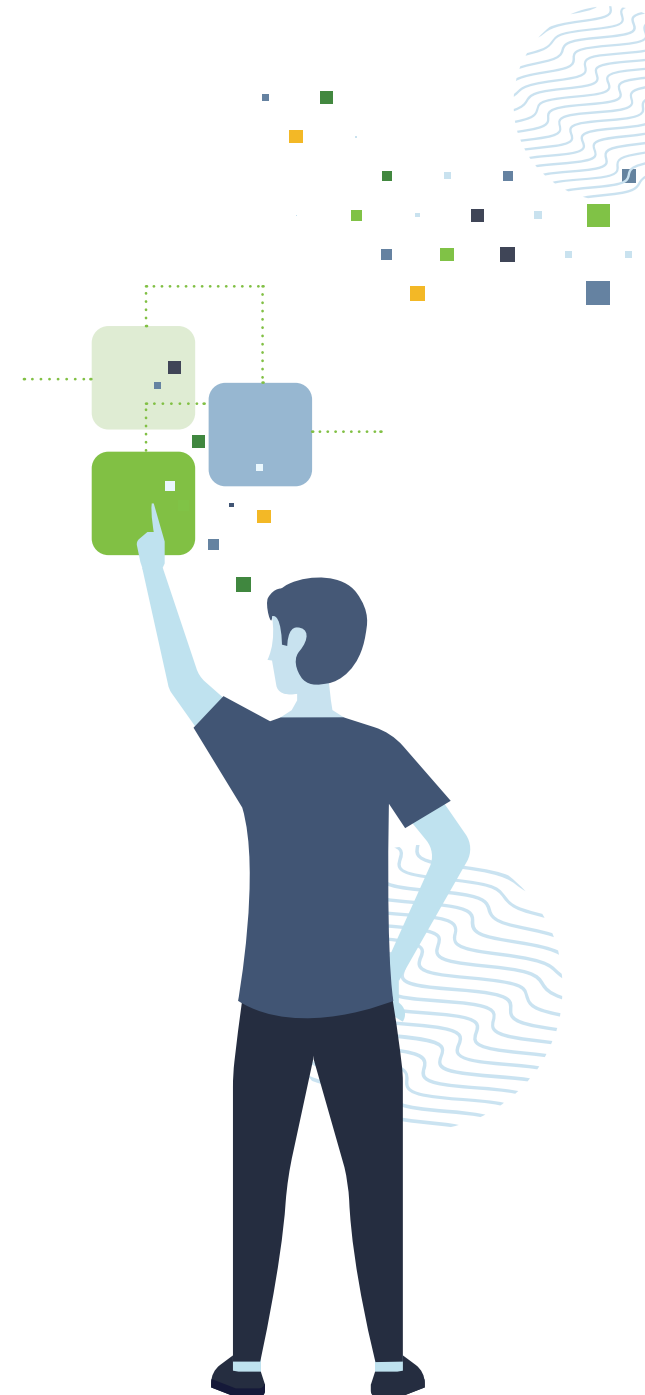
STEP 4

CHOOSE A SOLUTION THAT'S EASY TO USE AND INTEGRATES WITH YOUR ATS OR HRIS.

Busy HR teams have plenty of work on their hands without learning to use complicated new software. Moreover, a solution that doesn't integrate with your current workflow or technology may require manual workarounds—a clunky approach that wastes time and can introduce errors into the screening process.

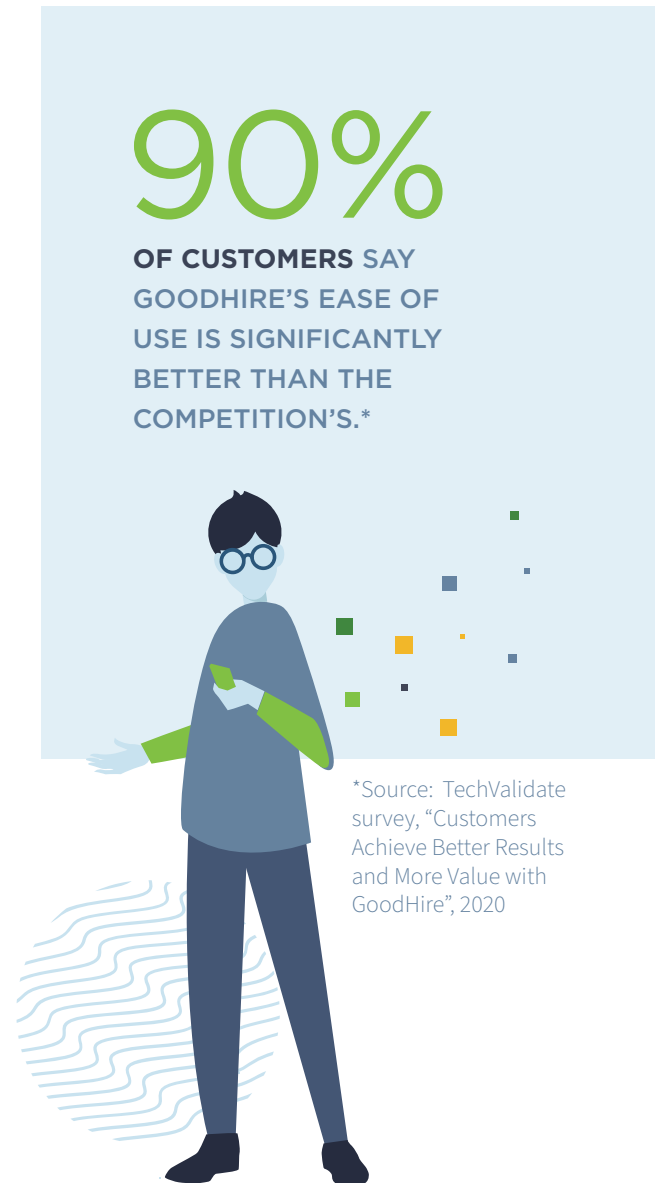
TIP

If your current background check solution doesn't integrate with your ATS, identify the biggest problems this causes for your hiring team. For example, do you have to log in and out of two different platforms? Do you waste time entering candidates' information twice? Can your team easily access and view all of a candidate's information in one place, or is data siloed?



TO STREAMLINE AND SIMPLIFY YOUR BACKGROUND CHECK PROCESS, GOODHIRE OFFERS:

- ✔ **A user-friendly, mobile-friendly solution.**
A platform that's simple to learn and easy to use helps your team get up to speed faster so you can hire faster. GoodHire's intuitive interface is also mobile-optimized, so you and your candidates can quickly take action wherever you happen to be.
- ✔ **Built-in integration for leading ATS and HRIS platforms.**
Manual work-arounds like logging into two different systems during the hiring process reduce efficiency and increase time-to-hire. GoodHire connects to leading applicant tracking systems (ATS) and human resources information systems (HRIS) platforms so you can start background checks from within your existing workflow for a seamless hiring experience.
- ✔ **Support for custom integrations.**
For some companies, it makes sense to build background checks into your app for quick, compliant hiring. GoodHire's API supports custom integration with your in-house applications and workflows to maximize efficiency, speed onboarding and improve the candidate experience.



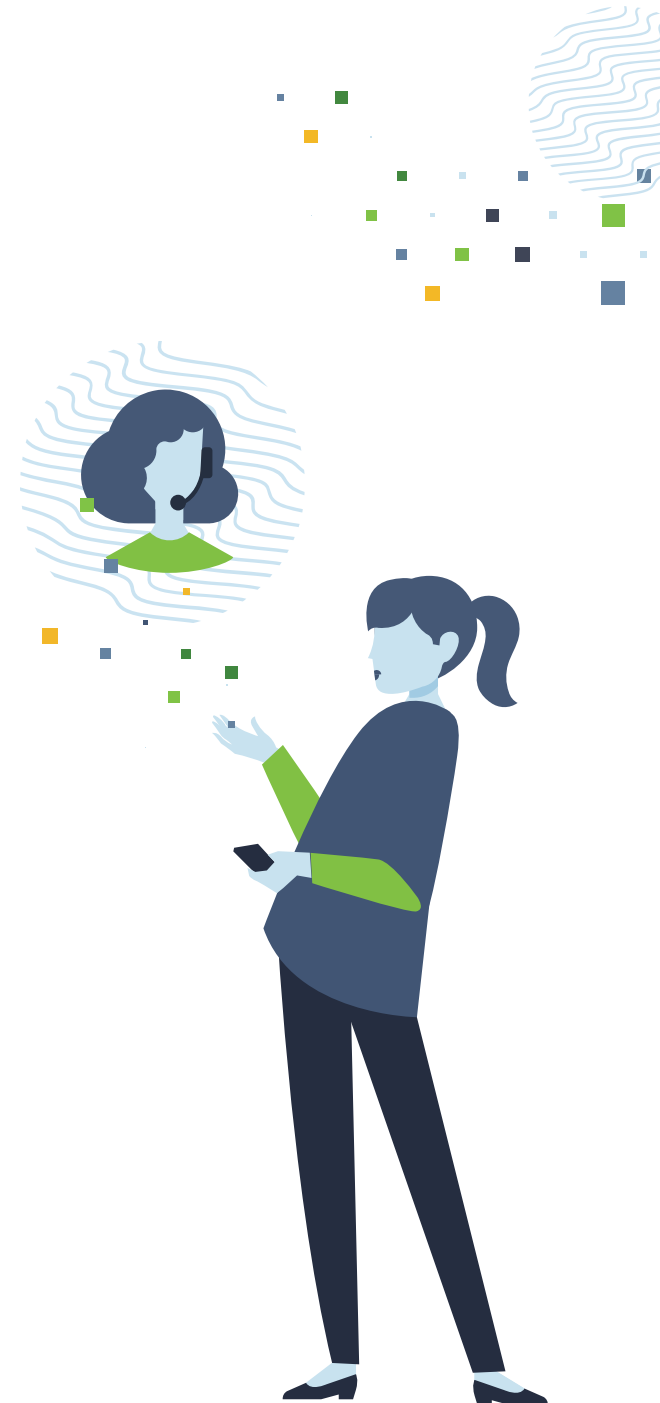
STEP 5

LET YOUR PROVIDER'S CUSTOMER SUPPORT DO THE HEAVY LIFTING.

Cumbersome solutions and poor customer service can slow down the background screening process, delay hires, and frustrate candidates. When you can't get answers quickly, you may lose good candidates to competitors that finish screening faster.

TIP

Find out how much time your HR team spends prompting candidates to start the screening process, answering their questions about their background check, or to learn the status of a delayed report. Since these details can be hard to track, you can also ask, "On average, how long does the screening process take from start to finish?" Ask your team how helpful your screener's customer service is. Do they spend a lot of time on hold or waiting for email replies? Is customer service available during the hours they need? Are estimated completion times provided or reasons for delays explained?



AVOID CUSTOMER SERVICE PROBLEMS AND SAVE TIME WITH GOODHIRE'S TOP-RATED PLATFORM AND SUPPORT, WHICH INCLUDES:

- ✔ **A straightforward candidate interface offering customer service support.**

When you use GoodHire, our user-friendly workflow makes it easy for candidates to complete the process; but if candidates have questions, they can call us for guidance instead of calling you. Once you've entered the candidate's name and email address, GoodHire handles the rest, providing a candidate-friendly workflow, and automatically sending you status updates.
- ✔ **A mobile-friendly platform.**

A mobile-optimized solution speeds up background checks by giving candidates and HR teams access wherever they are. With GoodHire's platform, candidates can use any device to start and complete their background check, view results, and even file disputes online. An integrated electronic consent process using e-signatures accelerates turnaround times and eliminates paper workflows. HR can access updates, take action, or request information from candidates on their mobile devices, reducing delays.
- ✔ **A friendly, responsive, U.S.-based customer service team.**

Expert assistance and transparent communication can make all the difference when you need answers quickly. GoodHire's customer support representatives are available by phone, chat, or email. Our support team is FCRA trained and certified, so they can help you determine which screening packages fit your needs and budget, helping you save time and money while protecting your organization.

85%

**OF CUSTOMERS SAY
GOODHIRE'S CUSTOMER
SERVICE IS SIGNIFICANTLY
BETTER THAN THE
COMPETITION'S.***

83%

**OF CUSTOMERS SAY
GOODHIRE IMPROVED
THEIR TIME-TO-HIRE
BY 25% OR MORE.***

*Source: TechValidate survey, "Customers Achieve Better Results and More Value with GoodHire", 2020

GET MORE FROM YOUR BACKGROUND CHECK PROVIDER

Employee background checks have become a critical part of today's hiring process. However, poorly executed background checks can slow the hiring process, cost your organization time and money, and increase your risk of litigation. If you're ready to boost the ROI of your background check program, working with an industry-leading provider like GoodHire can help.



GoodHire is an FCRA-compliant consumer reporting agency (CRA) and is accredited by the Professional Background Screening Association.

Find out how you can improve the efficiency of your screening program and get more return on your CRA investment with GoodHire.

TALK TO SALES | sales@goodhire.com | 855.496.1572



GoodHire provides customizable background screening services for businesses of all sizes. Through innovative, secure technology, integrations with leading HR platforms, and built-in compliance workflows, GoodHire speeds and simplifies the background check process to help customers build teams based on trust, safety, and fairness. Its award-winning platform empowers applicants to take ownership of their information, and enables employers to make individualized assessments for fair hiring decisions. GoodHire is owned and operated by Silicon Valley-based Inflection, a leader in trust and safety solutions since 2006. © 2020 GoodHire. All Rights Reserved.

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