

# 2013 Baker's Dozen Customer Satisfaction Ratings: Pre-employment Screening

By The Editors

*HRO Today's* Baker's Dozen rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the *HRO Today* staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the *HRO Today* database for analysis to score each provider that has a statistically significant sample. For this survey, we required 13 responses from 10 companies, and we received feedback from more than 600 verified customers.

In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

*Note: First Advantage acquired Verifications, Inc. in early November, but the Baker's Dozen was compiled and analyzed prior to the merger.*

## 1. SecurTest, Inc. – The iReviewNow Company

**Website:** [www.securtest.com](http://www.securtest.com) and [www.ireviewnow.com](http://www.ireviewnow.com)

SecurTest, Inc. – The iReviewNow Company with its exclusive patented solutions ensures background screening accuracy and legal compliance with the latest FCRA and EEOC mandates. We help protect the U.S. Government and public and private employers through our patented iReviewNow and TerrorALERT systems. Unique to iReviewNow is our patented system, which allows the subject or consumer to see his or her report instantly to authenticate or identify inaccuracies before erroneous reports negatively impact hiring our security clearance decisions. Our 35 years of experience supplying innovative screening solutions to organizations of all sizes around the world provides consumers with self-accuratized reporting, speed, insight, and customer service and compliance support. The U.S. Military, Department of Homeland Security, and other federal agencies rely on SecurTest to deliver thousands of background reports a day to ensure that our nation's military personnel, vendors, and visitors are safe. TerrorALERT, provides government users, with the most comprehensive and accurate background screening report. We hold the Safety Act Security Designation by the Department of Homeland Security.

### Services:

- iReviewNow
- TerrorALERT
- Global background screening
- Expert investigators and compliance officers that review reports
- Comprehensive state, county, and federal criminal record searches
- Contractor and vendor screening
- Continuous vetting of employees, vendors, and guests
- Identity verifications
- Global sanction searches
- SecurHomeland national database search
- Drug testing
- Form I-9 employment eligibility verification
- Education, employment, and reference verifications using SecurVerify
- Biographical assessments
- Driving and transportation screening

### Most important metrics:

- Reporting
- Customer satisfaction
- Bilingual customer service
- Swift turnaround time
- Reasonable pricing

### 2. Employment Background Investigations, Inc. (EBI)

**Website:** www.ebiinc.com

Based in Owings Mills, Maryland, Employment Background Investigations (EBI) is a technology-driven innovator and leader in providing domestic and global pre-employment background checks, drug testing, occupational healthcare, and I-9 compliance solutions for employers. Founded in 1994, EBI is one of the 10 largest background screening firms in the country. EBI specializes in the development, implementation, and management of comprehensive and customized employment screening programs for more than 5,000 clients in more than 200 countries and territories worldwide.

EBI is proud to be ISO 27001:2005 Certified which is the gold standard for information security. EBI is also accredited through the National Association of Professional Background Screeners (NAPBS) Background Screening Agency Accreditation Program. EBI is the only background screening firm in the world to hold both an ISO 27001:2005 Certification and to be accredited through NAPBS.

#### Services:

- Criminal public records services, county and state
- National Criminal Research Database (NCRD)
- National Wants and Warrants
- Prison inmate searches, federal and state
- Sex offenders search
- *Federal public records services:* federal bankruptcy; federal civil records district and state; and fingerprint management solutions.
- *Verifications services:* verification of credentials, licenses and board certifications; education; employment; employment with supervisor references; DOT/CDL employment; military; and professional references corporate and executive.
- *Identity and Credit Services:* Social Security number trace; Social Security number address history; credit report - tenant screening; credit report employment purposes; credit report-extension of credit.
- *Civil Public Records Services:* civil records: county/district (lower level); civil records: county/district (upper level)
- *Motor Vehicle Records Services:* motor vehicle records; COLIS - Commercial Driver's License Information System.
- *Global Homeland Security Services:* Office of Foreign Assets Control (OFAC) Searches.
- *Healthcare Services:* adult abuse registries; child abuse registry; elder abuse registry searches; DEA verification; FDA debarment search; FDA restricted list search; healthcare sanctions level - 1; healthcare sanctions level - 1 M; healthcare sanctions level - 2; healthcare sanctions level - 3; national provider identifier; PCFING Certification; NPDB/ HIPDB; healthcare sanctions monthly monitoring; Office of Inspector General (OIG) excluded party checks; General Services Administration (GSA) excluded party checks.
- *Non-U.S. Services:* international education verifications; international employment verifications; international professional references; international transcript verification; international verification of credentials; licenses and board certifications; international credit reports; international criminal records; international motor vehicle records; international ID checks; international civil records; international watch lists.
- *Employment Eligibility Services:* paperless form I-9 solutions and E-Verify eligibility services; I-9 compliance auditing; Consent Based Social Security Validation (CBSV).
- *Additional Public Records Services:* judgment and lien search; media history report; workers' compensation report.
- *Managed Services:* adjudication; adverse action letter administration.
- *Drug and Alcohol Testing:* urine- non-DOT lab based drug testing; medical professional testing; urine- drug free workplace lab based drug testing; urine- DOT lab based drug testing; oral fluid lab based drug testing; hair lab based drug testing; urine instant drug testing; oral fluid instant drug testing with FDA clearance; breath alcohol testing; instant oral fluid alcohol testing.
- *Occupational Healthcare Solutions:* DOT physical exams; non-DOT physical exams; physical ability testing; human performance evaluations; lift tests; audiograms; electrocardiograms; lab based urinalysis; instant urinalysis; pulmonary function testing; OSHA exams; OSHA questionnaire; tuberculosis testing; vision- Titmus testing; vision- Ishihara testing; vision- Snellen testing; clinical lab services; blood draws; Hepatitis A vaccination; Hepatitis A titer; Hepatitis B vaccination; Hepatitis B titer; Hepatitis C titer; Influenza; Measles vaccination; Mumps vaccination; Rubella vaccination; Polio; Tetanus; Tetanus-diphtheria; Varicella vaccination; biometric screenings.
- *International Drug, Alcohol and Occupational Healthcare Services:* international drug testing; international alcohol testing; international physicals.
- *Managed Services - Drug and Alcohol Testing/Occupational Healthcare Solutions:* DOT compliance management; DOT and non-DOT testing programs; drug testing policy and development services.
- *Random Selection Services:* pre-employment testing; just-cause/reasonable suspicion testing; return-to-duty testing; Drug and Alcohol Emergency Services Hotline- 24/7/365, on-site events testing; mobile testing; MRO services; wellness programs; one time clinic setup administration.

#### Most important metrics:

- Increased level of productivity
- Improved security and compliance
- Individualized customer service
- Industry leading turnaround times

## 3. Global HR Research

**Website:** [www.globalhrresearch.com](http://www.globalhrresearch.com)

Global HR Research gives companies a comprehensive set of tools to help them make better hiring decisions, faster. Whether organizations are conducting routine pre-hire screenings for mostly similar job categories or they're handling complex enterprise hiring and assessments in a compliance-driven industry, Global HR Research offers unmatched adaptability, experience, and customer service. Global HR Research's US headquarters is located in Fort Myers, Florida, with offices in Minnesota, Pennsylvania, Illinois, New Hampshire and Europe. We're on the web at [www.GlobalHRRearch.com](http://www.GlobalHRRearch.com).

**Services:**

- Social Security trace
- Address history
- National Criminal Database
- National Sex Offender Registry
- OFAC - Terrorist watch lists/sanctions lists
- County Criminal - CourtConnectTM
- National federal criminal search
- Federal criminal district
- State law enforcement check
- County Civil - CourtConnectTM
- Federal civil district
- Driving history report
- CDLIS history report
- MVR Fleet Management - MVR Alert System
- Credit reports (FICO & Non FICO)
- Non DOT & DOT employment verification
- Education verification
- Professional/personal reference
- Professional license verification
- Exclusion databases (OIG/GSA/FDA/etc.)
- FACIS (Level I,II,III)
- Industry specific search types
- Vendor credentialing & management
- E-verify & I-9 management
- Fingerprint/LiveScan management
- International screening (criminal, verifications, financial, etc.)
- Pre-employment, post accident, reasonable suspicion & random drug testing
- Pre-employment, post accident, reasonable suspicion & random alcohol testing
- Non-DOT & DOT physicals
- Wellness testing
- Titer testing
- Adjudication matrix (report grading)
- Adverse action management services

**Most important metrics:**

- Incomparable customer service
- User friendly technology
- Competitive pricing
- Turnaround time
- Pre-integrated platforms (recruitment, acquisition, screening and assessment)

## 4. Corporate Screening Services, Inc.

**Website:** [www.CorporateScreening.com](http://www.CorporateScreening.com)

Celebrating 25 years of service and one of the only accredited firms in the U.S., Corporate Screening Services, Inc. is a leading consultant to the nation's top employers, and combines innovation, state-of-the-art data gathering technology, electronic next-step case progression decision-making, and in-depth examination and analysis of results.

**Services:**

- SSN trace / identification searches
- Municipal and county court record searches - criminal and civil
- Federal court record searches - criminal, civil and bankruptcy
- Statewide criminal records
- National criminal database searches
- Sexual offender registry checks
- Fingerprint criminal record searches
- Fingerprint criminal record adjudication
- Fingerprint scheduling
- Driver history record checks
- Credit reports
- Verifications (employment, education, and professional license)
- Industry specific products (healthcare, financial, etc)
- International searches
- International verifications
- News media searches
- U.S. and international government database searches
- Drug and alcohol testing
- Employment physical examinations
- Immunization tracking (ImmuniTrax™)
- Electronic I9 form completion and EVP
- Online job application
- VerifyStudents higher ed. screening
- Vendor workforce screening
- Consumer-funded / self-service background screening portal
- System integration technology
- Compliance services
- EASE™ - Logical online order platform
- Screening program assessments (SPA).

**Most important metrics:**

- Client satisfaction rating
- Candidate mean and median turnaround time
- Product mean and median turnaround time
- Percent decrease in outliers
- Accuracy rating
- Customer attrition
- Hit to search ratio
- Support response time
- Trending reports

### 5. Aurico

**Website:** [www.aurico.com](http://www.aurico.com)

Aurico is an NAPBS accredited and ISO 9001:2008 certified background screening and drug testing company. As a certified veteran-owned business (VOSB) with more than 22 years of experience, Aurico provides clients with high quality screening, compliance tools and paperless solutions. Our award-winning WebACE™ technology is pre-integrated with the premier applicant tracking systems for efficient integration.

**Services:**

- Background screening
- Drug testing
- Occupational health services
- Electronic I-9 & E-Verify
- Selection assessments
- Exit interviews
- Whistleblower/ethics hotline
- Corporate due diligence
- Tenant screening

**Most important metrics:**

- Customer service
- Reporting
- Ordering flexibility
- Compliance
- Turnaround times

### 6. Verified Person Inc.

**Website:** [www.verifiedperson.com](http://www.verifiedperson.com)

Verified Person Inc. is a full-service background screening company for employment. We are nationwide, provide international screening, drug testing, I-9 Verification/E-Verify and multiple integrations with applicant tracking systems and HRIS systems.

**Services:**

- Social Security number verification
- State and county criminal search
- Nationwide criminal search
- Federal criminal search
- Ongoing criminal screening
- Education verification
- Employment verification
- Professional license verification
- Enhanced OIG and USA list screening
- Healthcare sanctions search
- Pre-employment credit history
- Enhanced sex offender search
- Motor vehicle records
- Reference checks
- Workers compensation
- U.S. government terrorist watch list search
- Drug screening
- Global screening
- Civil court search
- I-9 verification/E-Verify

**Most important metrics:**

N/A

## 7. Universal Background Screening

**Website:** [www.universalbackground.com](http://www.universalbackground.com)

Universal Background Screening provides comprehensive background screening services for companies of all sizes, with a commitment to personalized, responsive service, and accuracy in the information we provide. As a fully accredited screening company, we work with organizations across the country to make the background screening process easier and ensure our clients know everything they need to know about the people they hire.

**Services:**

- Domestic and international criminal record checks
- Social Security number trace and validation
- Criminal and sex offender database checks
- Employment, education, reference and credential verifications
- Motor vehicle driving records
- Employment credit reports
- Drug testing and employment physicals
- Electronic form I-9/E-Verify services
- Adverse action and related FCRA compliance management solutions
- Pre-integrated solutions with leading talent management platforms, including HealthcareSource Position Manager, Oracle PeopleSoft, Taleo Enterprise Edition, and Taleo Business Edition

**Most important metrics:**

- Personalized customer experience
- Turnaround time
- Accuracy
- Compliance with FCRA and applicable state laws
- Integration capabilities

## 8. Accurate Background

**Website:** [www.accuratebackground.com](http://www.accuratebackground.com)

Accurate Background offers a variety of pre-employment screening services to organizations of all sizes nationwide and globally. We provide customized background screening programs, web-based applications, and integrated technology through partnerships with a number of leading applicant tracking system (ATS) providers. ISO 9001:2008 Certified and NAPBS® BSCC Accredited, we offer scalability while maintaining a commitment to integrity, accuracy and timely results and give clients the tools to make safer hiring decisions through comprehensive reports, interactive compliance services and intuitive, easy-to-use technology. Through expert leadership and a commitment to quality information, we have illustrated their ability to meet the needs of their clients in employment screening, vendor certification and fraud prevention.

**Services:**

- *Full compliance services:* compliance letter distribution; Risk Reduction Technology™ - Auto-activation; and electronic disclosure and authorization functionality
- Online candidate entry tools
- Integration with ATS and HRIS technology
- Advanced reporting/user management capabilities
- Accurate I-9 - Electronic storage, collection and verification
- Solutions by industry
- Vendor management program
- Fingerprinting services
- Drug screening
- SSN verification & address locators
- County, statewide, federal, and nationwide criminal searches
- Sex offender registry searches
- International criminal searches
- International & domestic education verifications
- International & domestic employment verifications
- International & domestic consumer credit reports
- International & domestic motor vehicle reports
- International civil searches
- Global watch (OFAC/terrorist searches)
- Professional & personal references
- Professional license verifications
- County & federal civil searches

**Most important metrics:**

- Turnaround time
- Data integrity
- Price
- Overall client satisfaction
- Integrated technology solutions
- Global capabilities
- Flexibility

## 9. TalentWise

**Website:** www.TalentWise.com

TalentWise is a technology company that has completely transformed one of the most critical tasks that every company depends upon for success – hiring new employees. TalentWise automates the hiring process from start to finish with compliance built in, allowing HR to manage offer letters, screening, and onboarding with just a single solution. TalentWise has simplified the hiring process, from the time HR offers a candidate a position to a new hire's first day on the job. HR can manage hiring tasks electronically, including offer letters, background checks, drug screening, E-Verify, new hire forms including I-9, W-4, and more. The result is an efficient and compliant hiring process that delivers a great experience for HR professionals and candidates alike. It's delivered via software as a service (SaaS) so it's available online, anytime and anywhere there's an Internet connection.

**Services:**

- Electronic application
- Skills testing and behavioral assessments
- Electronic offer letters
- Occupational health screening
- Electronic government new hire forms
- Electronic corporate new hire forms
- Employment eligibility verification (Form I-9/E-Verify)
- Background screening
- SSN verification
- Address history search
- County, statewide and federal criminal search
- Multi-state instant criminal search
- County and federal civil search
- National Sex Offender Registry Check
- Social media screening
- Extended workforce screening
- Random screening
- Applicant Track System integrations
- Industry regulated solutions (transportation, healthcare, staffing, financial services, etc.)
- Healthcare Integrity and Protection Database (HIPDB) search
- National Practitioner Database (NPBD) search
- FACIS (Levels I, II and III)
- OIG/GSA search
- FDA debarment search
- International screening
- Education verifications
- Employment verifications
- Credential verifications
- License verification
- Driving records (DMV)
- Commercial Drivers License Information System (CDLIS) search
- DOT program management
- DOT drug and alcohol verification
- Drug & alcohol testing
- Physical examination and medical services
- 24/7 post-accident testing
- Reference checks
- Credit checks
- Fingerprinting
- Exclusion lists
- Global watchlists
- Eligibility recommendation
- Workers' compensation searches
- Adverse action letters

**Most important metrics:**

- Customer satisfaction
- HR user satisfaction
- Candidate and new hire user satisfaction
- Screening turn-around time
- Applicant hit rate (criminal or drug)
- Cost per applicant screened
- Verification completion rate (employment and education)
- Service up time (SaaS)
- Cost to hire
- Time to hire
- New hire productivity

## 10. Orange Tree Employment Screening

**Website:** www.orangetreescreening.com

For over 20 years Orange Tree has been the go-to resource for more than 350 select companies that need more than a once-over background check. We're one of the nation's leading employment screening companies and still we're growing rapidly. More and more companies choose Orange Tree because we focus on the areas where you really need help – risk management, advanced technology and security, rapid information integration and efficiency analysis.

We're one of the nation's leading employment screening companies, serving selected clients ranging from mid-sized establishments to Fortune 500 companies. The information you receive from our nationwide network of researchers who search nationally and internationally will give you an accurate and thorough candidate history. Hiring candidates that pass a comprehensive background check means more productive employees and a safer working environment.

**Services:**

- *Locator Services:* Social Security number trace; address history locator; bankruptcy locator; national criminal record search & national sex offender search.
- *Research Services:* county/statewide criminal search; statewide criminal search; federal criminal search; county civil record; federal civil record; Office of Inspector General List of Excluded Individuals/Entities; General Services Administration Excluded Parties List; Federal Drug Administration Department List; Office of Foreign Asset Control; Specially Designated Nationals List; global terrorist watch; Fraud and Abuse Control Information System.
- *Verification Services:* education verification; employment verification; military employment verification; employment regulated verification; professional license.
- *Credit:* credit history non-summarized; credit history summarized.
- *Driving:* driving history; Commercial Driver's License (CDLIS); reference; professional reference; up to 10 questions.
- *Post hire:* electronic I-9 verification; E-Verify / Electronic I-9 is priced as one service.
- *International Screening:* education; employment; criminal
- *Specialty Services:* HireGuide™; adverse action letters; applicant copy requests.
- *Occupational Health Services:* lab based (non regulated) urine drug screen; instant/lab based (non regulated) urine drug screen; registration of lab based (non regulated) urine collection; federally regulated urine drug screen; lab based (non regulated) hair drug screen; breath alcohol test; random program management – not regulated; random program management – regulated; on-site mobile collection; after hours emergency collections; result re-accessioning drug panel; regulated Result upgrade/downgrade; split specimen retest; MRO expert witness testimony.

**Most important metrics:**

- Client satisfaction
- Turnaround time
- Employee satisfaction
- Data accuracy
- Compliance
- Cost

## 11. First Advantage

**Website:** [www.fadv.com](http://www.fadv.com)

First Advantage provides comprehensive screening, identity and information solutions that give employers and housing providers access to actionable information that results in faster, more accurate people decisions. With an advanced global technology platform and superior customer service delivered by experts who understand local markets, First Advantage helps customers around the world build fully scalable, configurable screening programs that meet their unique needs. While headquartered in Alpharetta, Ga., the 4500 First Advantage employees work in offices throughout North America, Europe and Asia to deliver over 18 million background reports each year supporting over 45,000 clients.

**Services:**

- Employee and contractor background checks
- Criminal record searches
- Education, employment and professional license verification
- DOT services
- Driver qualification processing
- Random drug testing
- Compliance management
- Fingerprint screening
- FBI channeler
- Global data sourcing
- Healthcare provider credentialing
- Hiring tax credit services
- I-9/E-Verify processing
- Integration (ATS) capabilities and services
- Wellness Programs: drug testing; drug-free workplace services and training; employee assistance programs; work-life services; back on track programs; in-house MRO

**Most important metrics:**

- Customer satisfaction
- Applicant satisfaction
- Report turnaround time
- Verification rates
- Data delivery automation percentage

## 12. Asurint

**Website:** [www.asurint.com](http://www.asurint.com)

Asurint's proprietary technologies deliver innovative, comprehensive, and compliant background screening solutions.

**Services:**

- VeriFynd (SSN Verification/Address History)
- Criminal Searches: National Criminal Information Bureau (NCIB) Database; CrimeSearch (Statewide Searches); single county searches; federal; international;
- Civil Searches, country and federal
- Compliance-related services: pre-adverse action letters, adverse action letters; and state-required notifications
- Credit reports
- Driving records
- Drug testing
- E-Verify (I-9 services)
- FMCSA PSP
- Government watch lists
- Integrations
- Personal and professional references
- Verifications: education (domestic and international); employment (domestic and international); DOT employment; and professional license.

**Most important metrics:**

- Accuracy of results
- Turnaround times
- Client retention
- Reasonable pricing

### 13. Pre-employ.com

**Website:** [www.pre-employ.com](http://www.pre-employ.com)

Pre-employ.com utilizes a 100 percent United States-based customer service team to ensure the best service in the background screening industry as possible.

**Services:**

- Criminal background checks
- Drug testing
- I9/E-verify

**Most important metrics:**

- Turn-around time
- Accuracy
- Customer service ratings

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Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
<b>1. SecurTest, Inc. – The iReviewNow Company</b>	<b>14.00</b>	<b>6.64</b>	<b>218.29</b>	<b>486.85</b>
2. Employment Background Investigations, Inc. (EBI)	10.63	3.79	210.65	463.07
3. Global HR Research	12.30	3.73	205.83	455.75
4. Corporate Screening Services, Inc.	7.71	3.14	207.25	450.54
5. Aurico	10.78	2.95	203.62	447.99
6. Verified Person, Inc.	9.71	4.06	204.06	447.74
7. Universal Background Screening	9.95	3.95	199.05	437.69
8. Accurate Background	9.09	5.18	199.00	436.98
9. TalentWise	11.67	4.13	197.20	436.85
10. Orange Tree Employment Screening	10.84	3.86	197.08	434.96
11. First Advantage	10.25	6.50	196.00	433.58
12. Asurint	8.71	5.29	197.14	432.51
13. Pre-employ.com	9.50	5.00	195.67	430.55

Provider	Breadth of Service
<b>1. SecurTest, Inc. – The iReviewNow Company</b>	<b>14.00</b>
2. Global HR Research	12.30
3. TalentWise	11.67
4. Orange Tree Employment Screening	10.84
5. Aurico	10.78
6. Employment Background Investigations, Inc. (EBI)	10.63
7. First Advantage	10.25
8. Universal Background Screening	9.95
9. Verified Person, Inc.	9.71
10. Pre-employ.com	9.50
11. Accurate Background	9.09
12. Asurint	8.71
13. Corporate Screening Services, Inc.	7.71

## Baker's Dozen: Pre-employment Screening

Provider	Size of Deals
<b>1. SecurTest, Inc. – The iReviewNow Company</b>	<b>6.64</b>
2. First Advantage	6.50
3. Asurint	5.29
4. Accurate Background	5.18
5. Pre-employ.com	5.00
6. TalentWise	4.13
7. Verified Person, Inc.	4.06
8. Universal Background Screening	3.95
9. Orange Tree Employment Screening	3.80
10. Employment Background Investigations, Inc. (EBI)	3.79
11. Global HR Research	3.73
12. Corporate Screening Services, Inc.	3.14
13. Aurico	2.95

Provider	Quality of Service
<b>1. SecurTest, Inc. – The iReviewNow Company</b>	<b>218.29</b>
2. Employment Background Investigations, Inc. (EBI)	210.65
3. Corporate Screening Services, Inc.	207.25
4. Global HR Research	205.83
5. Verified Person, Inc.	204.00
6. Aurico	203.62
7. Universal Background Screening	199.05
8. Accurate Background	199.00
9. TalentWise	197.20
10. Asurint	197.14
11. Orange Tree Employment Screening	197.08
12. First Advantage	196.00
13. Pre-employ.com.	195.67