

2011 Baker's Dozen Customer Satisfaction Ratings: Employee Screening

The rankings contained within the 2011 Baker's Dozen Customer Satisfaction Ratings Employee Screening, and other service areas in HRO Today are based on customer survey data. The indices result from a multi-step process. HRO Today identified the top employee screening providers. Our survey research team then asked providers to identify customers to be surveyed. Using the HRO Today database, we identified other buyers to survey. Each respondent was asked about services provided, scope and scale of services, and the quality and satisfaction with the services.

Respondents provide e-mail addresses for verification, but responses are kept in strictest confidence. Once collected, information is loaded into the HRO Today database and analyzed to score each provider having a statistically significant sample. For this survey, we received feedback from more than 750 verified customers (see page 6 for more details). The rankings are based on point assignments and weightings of questions—plus a predetermined algorithm that calculates the overall score based on breadth, scope and scale, and quality. Rankings and weightings are determined statistically, and all feedback is from customers. The ratings are not the opinions of HRO Today staff. We only provide a methodology, and we do not claim that our methodology is the only viable ratings program available; we do, however, vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

3. SecurTest, Inc.

Web site: www.securtest.com

SecurTest, Inc. helps protect the U.S. government and public and private employers through its patented background screening solutions. Unique to iReviewNow is our patented system, which allows the subject or consumer see his or her report instantly to authenticate or identify inaccuracies before erroneous reports negatively impact hiring our security clearance decisions. Our 34 years of experience supplying innovative screening solutions provides consumers with self-accuratized reporting, speed, insight, and compliance support. Our system

not only follows the EEOC's current regulations but solves their concerns being addressed in ongoing hearings. The U.S. Military relies on SecurTest to deliver thousands of background reports a day to insure that our nation's military personnel, vendors, and visitors are safe. We hold the Safety Act Secure Designation by the Department of Homeland Security.

No. of candidates screened in 2010:
More than 331,000

Services:

- Global background screening
- iReviewNow patented compliance system
- Criminal record searches (state, county, and federal)
- Contractor and vendor screening

- Identity verifications
- Global sanction searches
- SecurHomeland national database search
- Drug testing
- Form I-9
- Education, employment and reference verifications using SecurVerify
- Biographical assessments
- Driving and transportation screening

Most important metrics:

- Only patented compliance system that allows consumers to accuratize reports in real time, mitigating, if not eliminating EEO and FCRA disputes or lawsuits
- Reports that are validated by the courts and consumer
- Real-time daily audits
- Bilingual customer service with no hold time
- Swift turnaround time

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FCRA/EEO Lawsuits Exceed \$100 Million

The **only** patented background screening solution is here

Transparent

Reliable

Accurate



Trusted by the US Department of Defense, iReviewNow is the only patented background screening solution that safeguards against EEO and FCRA disputes and lawsuits.

iReviewNow allows consumers to review and Accurateize® their reports in real-time.

Call now to sign up for a Free Webinar that will help ensure your organization is FCRA and EEO compliant.



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