

Baker's Dozen: Pre-employment Screening

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 and 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 Secure Designation by the Department of Homeland Security. SecurTest has been named the number one background screening provider the past two consecutive years, was given the 2013 Optimas Innovation Award by Workforce Magazine, and The 2014 TekTonic's Award by HRO Today finalist for its innovative patented iReviewNow.

Services:

- iReviewNow
- TerrorALERT
- FBI Triple I NCIC Background Checks
- 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
- Tenant Screening
- 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

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