



A Multinational Technology and Consulting Corporation Implements a New Hire Background Check Process.

A multinational technology and consulting corporation, partners with ADP® for its new hire background check process, and has been a client since 2002. As a long-standing client and among the largest organizations working with ADP, they have received a strong level of service, dedicated team members, and solutions that are customized to meet their needs.

The ADP Solution

ADP provides integrated background screening, drug testing and medical screening services, offering clients an on-demand technology supported by a dedicated, knowledgeable support team. Performing more than 21,000 background checks around the world each day, ADP helps ensure that candidates meet their clients' hiring expectations.

Additionally, this client relies on ADP to supply them with the proprietary candidate link system to initiate the background screening process. The candidate link is included in communications to new hires, and takes them to a customized and client-branded page hosted on the client's website. This helps reduce the time it takes to begin and complete background screening, bringing new hires on board faster.

Several years ago, this client elected to rely on a different background check provider to get a reduced price, and left the partnership with ADP. During the implementation process with the new vendor, the client began to have concerns about

the service – the client ended up returning to ADP within 3 months, and has remained a satisfied client since. The primary reasons for their return included the consistency of the service model, the informative and supportive dedicated service team, and the flexibility provided to help the client meet both their immediate and long-term needs.

ADP partnered with the technology company to customize an entirely new international background screening solution. Due to the volume of background screens processed for this client each year, they were an ideal partner to work with on testing solutions for new countries and refining products and services before rolling them out to the larger client base.

This client also has a number of customized solutions in place, including an address verification tool that self-validates when the candidate puts in their information, as well as custom background checks for niche roles. These aspects of the relationship help reduce turnaround time for bringing new hires on board.

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Background Screening Services Case Study - A multinational Technology and Consulting Corporation

Real Results

ADP team members continue to work directly with the client to engage in continuous improvement processes and maintain a regular 100% in client satisfaction. Additionally, because this client is among the largest organizations partnering with ADP, they are regularly consulted on product design and enhancement questions. Their input helps create stronger service offerings for all existing and prospective clients. They have achieved a number of powerful results. Some include:



Over 20,000 annual screens completed in the U.S. alone



Average turnaround time is 2 days

About ADP Background Screening Services

ADP Background Screening Services has the tools and expertise to quickly and accurately scrutinize the backgrounds of your candidates, conduct drug screening, administer I-9/E-Verify services, and help you comply with state and federal regulations. Our flexible products adapt to your business needs and are backed by world-class customer service, industry expertise, and timely information. Accelerate your hiring process and make more informed compliance and employment related decisions by leveraging ADP's solution. For more information, please visit www.adp.com.

About ADP Talent Acquisition Solutions

ADP Talent Acquisition Solutions offers the most comprehensive talent acquisition services in the industry, delivering a customized blend of people, process and technology. Our client teams have extensive experience delivering recruitment process outsourcing (RPO), providing recruitment technology, AIRS® training, and pre-employment screening. For more information, visit ADP.com.

About ADP

Employers around the world rely on ADP (NASDAQ: ADP) for cloud-based solutions and services to help manage their most important asset – their people. From human resources and payroll to talent management to benefits administration, ADP brings unmatched depth and expertise in helping clients build a better workforce. A pioneer in Human Capital Management (HCM) and business process outsourcing, ADP serves more than 630,000 clients in 100 countries. For more information, visit ADP.com.