



CASE STUDY

The Work Number & Initial Verification Resource

June 2022

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The Work Number®

The Work Number® helped improve operational efficiency by lowering the frequency of manual employment verifications and improving customer response times.

BACKGROUND SCREENING SUCCESS STORY



CHALLENGE

Manual employment verifications were time consuming and inefficient for this large background screening organization that specializes in regulation-heavy verticals where accuracy and speed are critical.



SOLUTION

The background screener chose The Work Number as their initial verification resource to help staff eliminate time spent performing manual verifications and to further ensure client service level agreements were being met.



RESULT

The Work Number helped create a faster, more efficient verification process by lowering the number of manual verifications performed resulting in greater operational efficiency.

Challenge

A large background screening organization with 30 years of business expertise and more than 900 employees was facing ongoing challenges with unprecedented demand, consistent labor shortages and increased delays with key contacts when attempting to manually verify employment. Realizing manual verifications were time consuming with an increased risk of error, the company decided to make a change in how verifications were performed.

Solution

Rather than performing a manual verification first, the background screening organization chose to make The Work Number from Equifax their initial verification resource. This was done to help free-up staff and to further ensure client service level agreements were being met. One deciding factor in making this change was the vast coverage and significant growth of The Work Number database.

The Work Number is the nation's largest source of employment information and provides a simpler way to automate employment verifications. The Work Number database is updated by payroll cycle with employer payroll data so verifications produced are current and more accurate. With more than 538 million active and historic records available on The Work Number³, background screeners can verify employment with automated information instantly and help accelerate the hiring process for their employer clients.

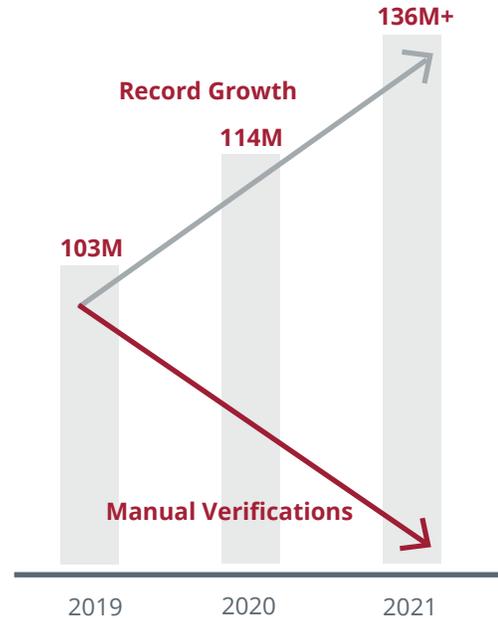
“Since selecting The Work Number as our initial verification resource, our turnaround times have improved by nearly one day resulting in greater operational efficiency.”

-Chief Operations Officer, Background Screener

Results

After selecting The Work Number as their initial verification resource, the background screening organization was able to make fewer phone calls with verification completion times improving by nearly 1 day¹ with 55% of requests submitted to The Work Number requiring no further review or manual intervention². This has helped the background screener realize **greater operational efficiency** and **faster verification turnaround times** for employer clients looking to speed their hiring process.

- 15% increase in the number of records accurately matched in The Work Number.¹
- 14% fewer employment data disputes in The Work Number.²
- 55% of requests required no further review or manual intervention.²



BENEFITS OF THE WORK NUMBER: ↓



The Work Number database provides instant 24/7 access to verified work history so employer clients can help improve their quality of hire while realizing a more efficient hiring process.



Quickly confirm a candidate's past work history and current job status, without contacting their employer.



With an average of 4.9 employment records returned per candidate³, employers receive a more holistic candidate view so they can make better informed hiring decisions.

¹ Calculated using a returned result from The Work Number vs. waiting for an employer to manually confirm employment.

² January 2020 - December 2021

³ Equifax, Jan 2022

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Want to learn more about making The Work Number your initial verification resource? Contact us today.

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Disclaimer: This is an example of a client's experience, but might not be representative of your future success — since your success is dependent upon the unique facts and circumstances of your individual company.

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