



## CASE STUDY

# The Work Number<sup>®</sup>

## Masis Staffing Solutions



### CHALLENGE

Manual income and employment verifications were time consuming and tedious for Masis Staffing Solutions, an East coast-based staffing agency. Employees were sometimes overwhelmed with verifications and spending a lot of time on administrative work.



### SOLUTION

Masis implemented The Work Number<sup>®</sup> from Equifax to help automate the verification process, and help free up time for their HR staff to focus on other priorities.



### RESULT

The Work Number helped to create a faster and more streamlined income and employment verification process, enabling quicker verification responses that drove improved customer and employee satisfaction.

## Challenge

Masis Staffing Solutions has over 20,000 annual new hires, and found that they were spending valuable time completing income and employment verification requests instead of focusing their efforts on other priorities, such as recruiting talent and providing greater support to clients.

Their clients were looking for a quicker turnaround, which was difficult to achieve with their existing manual and time consuming verification process. Realizing that clients were being underserved and that their staff was sometimes overwhelmed, the company decided it was time to make a change.

*“If I had known how easy and helpful verifications through The Work Number would be, I would have started a lot sooner.”*

*Adriana Vaccaro, Vice President of Human Resources*

## Solution

In search of a solution, Masis selected The Work Number from Equifax to help improve their client relationships and help unburden their employees. One deciding factor, after evaluating two other vendors, was the vast experience serving the staffing industry that Equifax could provide.

The Work Number is the nation's largest source of employment information and provides a simpler way to help automate income and employment verifications. The Work Number is updated by payroll cycle with employer payroll data so verifications produced are more current and accurate. The Work Number can help staffing organizations more easily handle the growing task of responding to income and employment verifications with greater speed and efficiency.



Clients of Masis were looking for a quicker turnaround, which was difficult to achieve with their existing manual and time consuming verification process.

## Benefits

- ✓ Verifications are automated, helping to reduce the risk of errors in responding, or responding to fraudulent requests, all while helping maintain privacy for employees
- ✓ Employee information is kept private, only to be accessed by credentialed verifiers with a permissible purpose
- ✓ Nearly instant verification for your employees helps provide faster decisions through automation, improving opportunities for credit and aid
- ✓ Controlled access — Equifax is a consumer reporting agency (CRA) that complies with the federal Fair Credit Reporting Act (FCRA)



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## Results

After implementing The Work Number, Masis was able to free up staff and resources that were once dedicated to performing verifications. Nearly 20,000 verifications completed through the year of 2021 translated to saving them about 2 full time employees (FTEs) at the corporate level.

With every office location having freed up much needed time and manpower, they were able to redirect focus towards other important tasks. The Work Number helped to improve satisfaction for both employees and clients by delivering quicker, more accurate verification responses.

Want to learn more about employment verifications?  
Contact us today to see how The Work Number can help you.

[workforce.equifax.com](https://workforce.equifax.com)

***“Our HR team loves  
The Work Number  
process! Equifax is the  
best outsourcing  
partner we’ve had.”***

*Adriana Vaccaro, Vice President of Human Resources*

Disclaimer: This is just 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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