



**EQUIFAX**



## Case Study

The Work Number service is relied on daily to respond to income and employment verification requests. Its connection to Workday helped ensure no disruption in service and kept HR staff focused on other priorities

### A grocery success story

#### CHALLENGE

A grocery chain client has entrusted its income and employment verifications to The Work Number® from Equifax for over 20 years. Recently, however, the client moved its payroll to Workday which required a change to how data is sent to The Work Number. The client did not have internal resources available to respond to the volume of verification requests even on a short-term basis.

#### SOLUTION

The integration between The Work Number and the Workday Payroll application allowed for the client's verification service to continue without interruption and kept HR staff focused on other priorities.

#### RESULT

For years, The Work Number has helped create a faster and more streamlined employment verification process, and it's now further enhanced by the integration with Workday Payroll which directly provides the payroll information necessary with each payroll cycle.

## Challenge

A grocery chain with over 70,000 employees and 20,000 annual new hires relies on The Work Number from Equifax to respond to over 250,000 verifications in a year. This equates to an approximately 50,000 hours and over \$1 million dollars labor saved because of the use of The Work Number.

Recently, the company changed payroll providers to Workday enabling them to enhance their services to employees, but also requiring changes to how data is sent to The Work Number.

With any interruption to The Work Number service, the HR team would have no internal investigation processes or resources to rely on to respond to requests even on a short-term basis.

Responding internally would be further complicated by security. Information required for a verification involves multiple layers of security within their HR department and within the Workday Payroll application itself.

## Solution

The integration that The Work Number from Equifax delivers, available for Workday Payroll customers, allowed for an easy new implementation to the service and continued secure coverage of their verification requests.

The Work Number database is the nation's largest source of employment information and provides a secure, simple way to automate income and employment verifications. The Work Number database is updated every payroll cycle with employer or partner payroll provided data so verifications produced are current and reliable. The Work Number can help employers, like this large grocer, easily handle the growing task of responding to income and employment verifications with speed and efficiency.

### Additional benefits of The Work Number include:



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 as The Work Number is governed by the Fair Credit Reporting Act (FCRA)



Nearly instant verification for your employees helps provide faster, more-informed decisions through automation, helping improve opportunities for credit and aid

“Our HR team loves The Work Number because it provides wage and employment information that is user-friendly and clear.”

- HR Professional

“Relying on The Work Number since 1999 speaks for our recommendation of this service.”

- HR Professional



## Result

Equifax provided an easy implementation of The Work Number with Workday Payroll.

The client was able to continue automating their verifications without interruption helping toward their yearly savings of approximately 50,000 hours and over \$1 million in labor.

***“We are taken out of the middle between our employees and verifiers, and we are free to focus on our customers and other payroll priorities.”***

- HR Professional

Want to learn more about employment verifications?

Contact us today to see how The Work Number can help you.



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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