

Etech

9 CALL CENTERS
3 COUNTRIES
3000 AGENTS

CLIENTS:
FORTUNE 10
COMPANIES IN
TELCO, RETAIL &
EDUCATION

BOTTOM LINE RESULTS FOR CALL CENTERS

35%
**REDUCTION IN
TURNAROUND
TIME**

**COST
SAVINGS
EQUIVALENT
TO A FULL
HEADCOUNT**

**REDUCED RISK
THROUGH
AUTOMATED
COMPLIANCE**

“Checkr has taken the time to listen to our pain points and work with us to develop a solution that puts our business first. That will help us stay ahead of hiring and help our bottom line.”

-- Jim Iyob, Executive Vice President

CHALLENGES

The call center industry faces a unique set of challenges, including high velocity hiring needs and pressure to improve margins. In addition, each of the call center's clients may have particular screening and adjudication needs, adding a layer of complexity.

Etech used a traditional background check vendor for more than a decade, relying on a manual approach to employment screening.

The slow turnaround time of that process led to a large number of conditional hires, which meant the company spent time and money training applicants that could not be hired. This created a bottleneck where Etech could not get qualified hires up and running at scale, especially during busy seasonal periods where speed was vital.

Checkr's software immediately reduced time-to-hire

SOLUTION

Etech agreed to a side-by-side comparison of Checkr's screening solution versus its incumbent vendor.

Checkr won this trial in three key areas:

- **Speed:** 35% faster than the traditional vendor.
- **Cost:** Savings of more than \$20,000 per year.
- **Compliance:** Closing compliance gaps that left Etech at legal risk.

The data was clear: Checkr could onboard agents faster and at a lower cost without sacrificing compliance.

RESULTS

Implementing its first new background check vendor in a decade, Etech planned for a 30-day transition to Checkr. But moving to Checkr proved much easier than Etech anticipated, and the company began running checks within a week.

Checkr's software immediately reduced time-to-hire, saving both money and time, and enabling Etech to hire more quality people at scale.

ABOUT ETECH

Etech Global Services is a leading provider of customer engagement solutions for many of the world's most trusted brands. They trust them with their most precious assets – their customers. Why? Because of Etech's commitment to continuous improvement, next generation technology, and growing and empowering people results in a solution that works.

Through voice, chat, email, and social media, Etech is here to communicate with your customers when and how they choose. Beginning with a single call center in Nacogdoches, Texas, Etech has grown 10x within the last decade, operating 9 centers across America, India, and Jamaica.

To service their customers, Etech employs more than 3,000 workers within their contact centers, a number that expands during seasons with high call volume.