

Customer Case Study

Reduce risk through automated compliance



COMPANY Etech

INDUSTRY Call Center

HEADQUARTERS

Nacogdoches, TX

ABOUT

Delivering Effortless Customer Experience by utilizing the very best People, Processes, and Technology. Etech Global Services is a leading provider of customer engagement solutions for many of the world's most trusted brands. They trust Etech with their most precious assets - their customers. Why? Because Etech's commitment to continuous improvement, next generation technology, and empowering people results in a solution that drives customer experience and reduces effort. Voice, quality monitoring, chat, social media, and email, Etech is here to communicate with your customers when and how they choose.

Challenges

The call center industry faces a unique set of challenges including high-velocity hiring needs and constant pressure to improve margins. In addition, each of the call center's clients may have a particular set of screening and adjudication needs, adding a layer of complexity. Etech used a traditional background check vendor for more than a decade that relied on a manual approach to employment screening. The slow turnaround time of that process led to a large number of conditional hires, meaning Etech had to spend 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.

Solutions

The fear of changing systems and a new implementation process can stop companies in their tracks. Etech was no stranger to this fear. Implementing its first new background check vendor in a decade, Etech planned for a 30-day transition to Checkr. Moving to Checkr proved much easier than Etech anticipated and the company began running checks within one week. Jim Iyob, Executive Vice President, describes the transition, **“Checkr took the time to listen to our pain points and worked with us to develop a solution that puts our business first. This helps us stay ahead of hiring and helps our bottom line.”**

Even before the implementation, Etech conducted an evaluation process that included a side-by-side comparison of Checkr's screening solution versus its previous vendor. Checkr won this trial in three key areas:

- Speed: 35% reduction in turnaround time.
- Cost: Savings of more than \$20,000 per year. That is equivalent to a full-time headcount for them.
- Compliance: Closing compliance gaps that left Etech at legal risk through innovative technology.

ABOUT CHECKR

With best-in-class software and a commitment to the call center industry, Checkr is the new leader for technology-driven background checks. Checkr is able to provide clients faster turnaround time, increased report accuracy, greater cost savings and higher levels of compliance.

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

Key Takeaways

Hiring at a high volume and planning for seasonal demands takes precise operations and all systems running at capacity. A company can't risk bringing people in their door before the background check is complete, start training them, and then find out that the candidate didn't pass the check. There also can't be a delay in hiring due to a check taking weeks to return the results. Etech needed a partner in their hiring process who could provide them with a system to immediately reduce time-to-hire, save them money and time, and enable the ability to hire more quality people at scale. Using Checkr, Etech can guarantee that no matter what volume of candidates they have that day, month, or year, that every applicant will be screened in a fast, compliant way and their business can run in a predictable way.