



Organization Profile:



Randstad Canada is the Canadian leader for staffing, recruitment and HR Services. As the only fully integrated staffing company in the country, Randstad Canada understand the recruitment needs and demands of employers and job seekers across all levels and industries.

Through insightful knowledge of local markets, employment trends and global network of recruitment experts, Randstad is shaping the Canadian world of work.

Shaping the Canadian world of work: How Randstad Canada mastered security and verification



Shannon Brown
Area Vice President,
Randstad Canada

Prior to Checkster

According to Shannon Brown, Area Vice President of Randstad Canada, the process of checking references manually was a major pain point. “When checking references manually there is such an opportunity for lack of verification” Brown claims. “Also, with the quantity of references that need to be processed the time and volume of activity that is required lengthens the process for both the candidate and the recruiter.” Checkster enabled Randstad to transform what was once an entirely manual process into an entirely automated process that enhanced the experience for everyone involved.

A Close Call

In a recent scenario, a candidate applying for a position through Randstad Canada cleared the standard criminal background check that had been facilitated, but was tagged for potential fraud by the Checkster tool. All candidates who participate in Checkster’s process are filtered through an advanced ten-level fraud detection system, verifying which individuals may need further screening before any important hiring or placement decisions are made. In this case, the individual who was tagged as potentially fraudulent was not placed because of Checkster’s fraud detection. Shortly after, Brown’s organization and team were notified that the police were looking for this particular individual. During the search police were even forced to visit Brown’s organization in order to further examine the individual’s possible whereabouts.

Brown and her team have raised the level of professionalism and credibility that Randstad Canada strives to maintain by recognizing this particular case of fraud as a “red flag”. Brown goes on to say



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“This kind of discovery would not have been possible without Checkster.”

A Smooth Process

“The recruiters were not remotely resistant to the change [to Checkster]”, Brown explains. Randstad Canada was able to incorporate both the tool and the process easily within their current system. In addition, Brown says, “My team really enjoys the format of the reports they receive. Both the volume and the quality of information we’ve received has improved with the Checkster process”.

Checkster’s main benefits for Randstad Canada:

1. **Security & Verification** - Poor hiring decisions, even dangerous hiring decisions, are avoided due to Checkster’s coherent reference checking process and thorough fraud detection system.
2. **Quality of Feedback** - Easy to read reports make for a smooth and enjoyable recruiter experience that is more organized than any existing manual process.
3. **Time & Efficiency** - The hiring process can be long and stressful for recruiters and candidates alike. Checkster minimizes the process and presents it to both parties in a clear and efficient format that can be completed in a matter of seconds.

Checkster provides feedback tools that have revolutionized quality 360 degree feedback, interview debrief, exit interviews and employer reference checks.

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