

## **Large Security Firm Achieves Significant Administrative Labor Savings with Advanced Solution from Cisive**

### **Situation**

One of the largest private security guard companies ("the Security Company") in the U.S. left Cisive when a competitor promised an applicant tracking system that fully managed the applicant tracking process in addition to processing backgrounds. The Security Company was very unhappy with the competitor's applicant tracking system and the quality of their background checks. After 1 ½ years they came back to Cisive and we worked with them to tailor an advanced solution that performed applicant data capture and background submission/processing both in independent mode and working via interface with Bernard Hodes iQ.

One of the more complex challenges was that the Security Company placed security guards at their clients who had very specific requirements for what constituted a complete background investigation. These requirements were often specific down to the job code level, which were tied to the contract between the Security Company and their client.

### **Actions**

Cisive customized a web-based solution using our proprietary rules engine to define the scope of the backgrounds so that the requests resulted in background investigations that conformed to the requirements governed by the actual contracts between the Security Company and their clients.

The Security Company was also a very distributed organization, and Cisive effectively interfaced with over 120 highly autonomous field offices with individual P & L responsibility. Cisive processed over 90,000 background investigations on an annual basis meeting stringent turnaround time requirements of less than two (2) days.

### **Results**

The Security Company was very happy with Cisive's solution. The implementation of their clients' contracts into our rules engine resulted in a significant administrative labor savings for the Security Company. Rather than the field focusing on the management of the background investigation process, they were able instead to focus on their primary responsibilities. Additionally, the fact that Cisive was able to deliver background investigations on average under two (2) days allowed the Security Company to rapidly deploy their security personnel to satisfy their clients' demands.