



## CASE STUDY

# An efficient approach to Industry Standard background checks



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## PROBLEM

### The constraint of manual paper-based processes

The complexities of validating an individual to ensure accurate and consistent background checks required a manual paper-based process, which involved multiple parties including Shieldhub, background check companies and the Social Security Administration (SSA).

Obtaining a background check required vendors to have a printer, scanner, and the ability to get SSA89 forms signed in a timely manner. Errors on SSA89 forms led to further delays, resulting in slow responses and miscommunications between background check companies and vendors, impacting the ability to obtain an ABC# and start working in the industry.

The result of this process led to lengthy delays in obtaining a background check, processing delays, communication errors, and poor productivity. Inefficient operations inevitably led to protracted timelines for vendors, and increased costs for all parties.

## SOLUTION

### Transformation through digital identification

To reduce the inefficiencies and headaches created using SSA89 forms, Shieldhub partnered with ClearStar to improve the Industry Standard Background check, enabling businesses to submit background checks within 15 minutes.

Speed to hire – integrating with Shieldhub the process eliminated several multi-vendor touch points for business, added a 100% mobile responsive applicant experience with both text and email access, and provided a single vendor solution delivering quick and easy access to all reporting needs.

**The first week with ClearStar we noted a 200 to 300 percent increase in completed and processed candidates who were issued ABC numbers. Instead of 100:1, we saw 100:3 and were highly excited. Forty-five days later, it has been made very clear that our excitement and joy over the increase of qualified candidates has been nothing short of amazing. Due to the ease and speed of the new process, our ratio after a month and half has turned out to be 100:46. That comes out to nearly a 5,000% increase. How incredible is that!**

–Michael Evangelo, CEO, NMFS

“NAMFS played an integral part in the creation of the Industry Standard Background Check. We continue to support this Standard and appreciate being included in discussions to improve the solution. The automation of a known problem (SSA-89 form collection), adding continuous monitoring, and extending the renewal from one (1) to two (2) years demonstrates the commitment to improve this Standard for the Mortgage Field Services Industry.”

– Eric S. Miller NAMFS Executive Director

## RESULTS

### Improved onboarding through digital transformation

Shieldhub’s Industry Standard Background check has delivered a significant reduction in the time it takes to submit a background check. Using ClearStar’s mobile first approach and digital identification National Mortgage Field Services have seen the following results:



**A 17% saving on the costs of all background checks outside of NY**



**A 38% saving on NY Background checks**



**A 5000% increase in vendor onboarding. From 1 in every 100 to 46 in every 100**



**The ability to scale operations and volume while controlling hiring and other related costs**



**Turnaround time of 4 days per background check**



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