Case Study
Professional Services

Business Process Services Support for a Leading Background Verification Service Provider

Outbound call centre and BPO for a leading provider of background verification services, delivering an accuracy of 97% by improving processes and use of automation.

The Client

The client is the largest background screening provider in the world with offices in 25 locations across 12 countries. The client conducts over 23 million international background screens annually and is a trusted partner to over 45,000 organizations.

The Problem

As the client's business was growing, the client was looking for a partner who would:

- Provide services with high accuracy and stringent SLA adherence
- Have the capacity to scale as required
- Handle volume fluctuations
- Improve efficiency
- Enhance effectiveness
- Adhere to the strict TAT being maintained with the end-client

The Solution

Hexaware set-up contact centres in India (Chennai, Mumbai, and Nagpur) as well as Mexico to make outbound calls to verify:

- Employment (current and previous)
- Education
- References checks

All verifications were international and the team had to ensure a one-day TAT.

In addition, there was a back-office team that:

- Registered each applicant's information in the database
- Verified that the candidate was not registered in the sex offender registry

At the start of the engagement, Hexaware was able to setup a team of 161 resources within 45 days. Given the efficiency of Hexaware services, within a year, the client wanted to expand the engagement and once again Hexaware rose to the challenge and increased the team size by 200 in a span of 60 days.

Current team size is at 300 resources spread across Mumbai, Chennai and Nagpur

In addition to regular operations, Hexaware helped automate several routing processes through BOTs such as:

- Research BOT that automated the search process for potential clients by:
  - Using Google, Yellow Pages and Corporate Websites
  - Identifying the required contact information
  - Updating the database
- Online BOT that saves significant effort and time spent in making calls by:
  - Identifying and completing online verification cases
  - Updating the database
- Tracer BOT with SOP instructions for each case type. Post a call completion it:
  - Updates the required system
  - Has a database of all possible exceptions that can occur

The Result

Hexaware was able to:

- Increase the quality of deliverables
- Achieve an accuracy of 97% and reduce the "Unable to Verify" cases to below 10%
- Improve processes to reduce dependency on people
- Improve business continuity with a dual country site strategy
- Maintain SLAs through volume fluctuations
- Introduce BOTs for automation

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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