

## Baker's Dozen: Background Screening

# 2012 Baker's Dozen Customer Satisfaction Ratings: Background Screening

HRO Today's Baker's Dozen rankings are based solely on feedback from buyers of the rated services; the ratings are not based on the opinion of the HRO Today staff. We collect feedback annually through an online survey, which we distribute both directly to buyers through our own mailing lists and indirectly by sending service providers the link to send to their clients.

Once collected, response data are loaded into the HRO Today database for analysis to score each provider that has a statistically significant sample. For this survey, we required 13 responses from 10 companies, and we received feedback from more than 700 verified customers. In order to determine an overall ranking, we analyze results across three subcategories: service breadth, deal sizes, and quality. Using a predetermined algorithm that weighs questions and categories based on importance, we calculate scores in all three subcategories as well as an overall score. The rankings are based on those scores. The numbers presented in the tables represent those calculated scores; we include them to demonstrate the relative differences among the ranked service providers.

While we do not claim that our methodology is the only viable ratings program available, we do vouch for its statistical validity. We hope this ranking provides you some insight into your next RFP process.

### 9. Global HR Research

**Website:** [www.globalhrresearch.com](http://www.globalhrresearch.com)

Global HR Research [GHRR] is a leading provider of talent screening, assessment, and acquisition solutions. GHRR provides industry-leading technology and customer service, servicing clients from six locations within the United States and Europe. Trusted by Fortune 500 companies, GHRR delivers intuitive and diagnostic technology. We help companies find, select, assess, screen, and hire quality candidates in less time with less risk. Our fully integrated screening and recruitment platforms are customized to each client's needs. By merging innovative talent acquisition, talent assessment, and talent screening, managing your hiring workflow has never been easier or more efficient.

**Services:**

- County and federal criminal checks
- County and federal civil checks
- Credit reports
- Driving history reports
- MVR felt management
- Statewide criminal checks
- Database criminal records checks
- CourtConnect criminal records checks
- License, employment and education verifications
- E-verify and I-9 management

- Terrorist watch list/sanctions list
- Industry specific search types and experience
- Drug and health screening solutions
- Wellness testing
- DOT Management
- Fingerprint management solutions
- International screening
- Adjudication management
- Adverse action management services
- Vendor credentialing and management
- Random drug testing solutions

- Custom reporting
- Custom screening solutions by industry
- Talent acquisition and assessment solutions
- Many third party ATS integrations

**Most important metrics:**

- Quality and accuracy of results
- Fast turnaround time
- Dedicated client solutions teams
- Technology solutions

Provider	Breadth of Service	Size of Deals	Quality of Service	Overall Score
9. Global HR Research	2.81	2.31	184.96	<b>394.81</b>

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