Employment Screening
Case Study: CaptionCall

With more than 3,700 employees, CaptionCall is a communications company that provides captioned telephones to those who have hearing loss. As a dynamic company, CaptionCall seeks vendor partners that offer scalable solutions and subject matter expertise that support efforts to improve processes and efficiencies.

Challenge

To improve their time to hire, reduce internal inefficiencies, and eliminate drug screening frustrations, CaptionCall needed a technologically sophisticated employment screening provider who could also provide integrated drug screening services. Operating in 9 locations across 6 states, CaptionCall required a provider with expertise in multi-state compliance laws, flexibility in technology configurations, and dedicated account management support.

Solution

CaptionCall expanded its commitment with Peopletrail for employment screening to include integrated drug screening solutions. Working with Peopletrail, CaptionCall was able to streamline its employment and drug screening processes. Peopletrail integrated with CaptionCall's applicant tracking system (ADP Vantage HCM).

Results

Through Peopletrail's Actionable Insight Screening technology, CaptionCall was able to simplify its hiring processes for employment and drug screening, significantly reduce time-to-hire, and easily customize hiring packages to meet organizational needs based on Peopletrail's suggested best practices.

Peopletrail's dedicated account managers have a clear understanding of CaptionCall's operational needs, provide superior customer service, and prompt responses to inquiries. In addition, CaptionCall now benefits from on-demand compliance focused reports that provide valuable management insights.

Peopletrail's fast turnaround time, reduced data entry processes, and applicant ease of use has enabled CaptionCall to significantly speed its time to hire and improve the candidate experience.

Client Testimonial

"Peopletrail has impressed me more than any background check/drug screening company I have ever worked with. CaptionCall was using their services prior to my arrival and even though Peopletrail had our business, they took the time to meet with me personally to discuss their services and listen to my thoughts. At the time of my arrival, CaptionCall was using Peopletrail for background checks and another vendor for drug screens. I was very dissatisfied with the drug screening service and time it took to get the results from them, so we moved all of our business to Peopletrail. Peopletrail was flexible and adapted their processes to meet our needs. Soon after the change we were getting drug screens and background results within days! For some applicants we have even received results in as little as one day! The staff at Peopletrail is courteous and helpful. When I have called with questions or concerns I have always been happy with their customer service. They've even responded to my emails after their business hours and called to further discuss my issue that evening. I've liked working with Peopletrail so much that I even called the company I previously worked for to recommend they look at moving to Peopletrail. I could keep going…but basically, this is the best company for drug screens, background checks and customer service!" - *Director, Human Resources*

Distinguishing Features

- Industry leading turnaround times
- Dedicated account managers
- Superior customer service
- FCRA compliance expertise
- Flexible, easy-to-use interfaces
- Real-time status updates
- Automated compliance tools
- Highly configurable, scalable solutions
- Pre-built integrations for quick turnaround
- Integrated drug screening solutions

About Peopletrail

Peopletrail is a leading provider of advanced screening and onboarding technology to improve processes and enhance the candidate experience. As part of the accredited elite, only Peopletrail combines superior customer service through dedicated account managers with efficient, state-of-the-art technology integration to deliver on-demand, accurate and timely consumer reporting results. Trusted and respected by government agencies and Fortune 500 to small up-and-coming businesses, Peopletrail provides Actionable insight you trust.