



Employment Background Checks

Case Study: Sorenson Communications



With more than 9,000 employees and roughly 3,000 new hires each year, Sorenson Communications is an industry leader in high-quality communication products and video relay services for deaf and hard-of-hearing individuals. As a dynamic and growing company, Sorenson relies on its vendor partners to provide scalable solutions and subject matter expertise.

Challenge

Sorenson needed an employment screening provider with expertise in compliance laws across many states to accommodate their 109 locations operating in 39 states. In addition, they required a highly configurable and scalable solution to accommodate their diverse hiring needs that would also improve their time to hire.

Solution

Sorenson evaluated several background screening providers and decided to choose Peopletrail for their compliance expertise, ATS integration speed, system flexibility, and dedicated account management support. Importantly, Sorenson also chose Peopletrail because of their integration expertise with a variety of ATS solutions since they needed a solution that would integrate with UltiPro immediately, but also ADP Vantage HCM in the future.

Results

Through Peopletrail's Actionable Insight Screening technology, Sorenson was able to streamline and simplify its hiring processes, reduce time-to-hire, and easily customize hiring packages to meet organizational needs based on suggested best practices. Initial integration with UltiPro, and follow-up integration with ADP Vantage, each ahead of schedule.

Peopletrail's dedicated account managers have a clear understanding of Sorenson's operational needs, provide superior customer service, and prompt responses to inquiries. In addition, Sorenson 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 Sorenson Communications to significantly speed its time to hire and improve the candidate experience.





Client Testimonial

“I quickly learned that Peopletrail had a solid reputation. That reputation was built on a firm foundation of service: service to our HR personnel, service to our customers and service to our organization. Peopletrail takes the time to listen to their customer’s needs and then presents real solutions to address them. They have the resources and expertise to offer suggestions and ideas that we may not have considered or perhaps we did consider them but felt they were far beyond our reach. The team at Peopletrail is personable, dependable, trustworthy and absolutely dedicated to making sure the customer has a beneficial, rewarding experience with their company. Simply put, they make it easy for us to do business with them!” -Vice President, 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

About Peopletrail

Peopletrail is a leading provider of employment, tenant and drug screening solutions, criminal background checks, ATS integrations, and corporate security services. 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®.

