

A SURE WAY TO SEAMLESS INTEGRATION.

Case Study

Premier staffing agency finds the background search partner they were seeking with Asurint.

EXECUTIVE SUMMARY



**INDUSTRY
STAFFING**



POSITIONS FILLED:
2,000+
PER MONTH



WHAT CHANGED:
ASURINT PROVIDES AN AVIONTÉ
INTEGRATION AND CUSTOM
CLIENT PACKAGES FOR REGAL
STAFFING



RESULTS:
RAPID BACKGROUND SEARCHES AND IMMEDIATE
ACCESS TO CLIENT SERVICE SLASHED TIME-TO-FILL.

INCREASED TRANSPARENCY IMPROVED BUDGET
CONTROL.

OVERVIEW

Regal Staffing specializes in placing professional, light industrial, and clerical talent for companies in Dallas-Fort Worth and across the country. The firm's more than 50 recruiters spend "all day, every day," to quote Senior Operations Manager Nikki Monkman-Lou, finding the right employees to fill each role.

Regal needed a pre-employment screening provider with the same dedication to communication and customization as the company offers their clients. But they wanted a true partner capable of keeping pace as their needs and background search volumes expanded—and that's what they found with Asurint.

THE CHALLENGE

Regal Staffing sets its services apart with hands-on local management and highly personalized service. Clients' high expectations for background report insights and audit-worthy compliance sent the staffing firm looking for screening experts who would be there to answer any question on a moment's notice.

What's more, nearly every Regal customer has a different list of background investigation requirements. The firm wanted ordering the right background check for each position to be as easy as clicking a button—and for the entire workflow to happen in their existing Avionté ATS.

Finally, because Regal fills a large number of temp-to-hire positions, clients often conduct their own background checks months after the initial placement. The firm cannot afford a single discrepancy or overlooked "red flag" to undermine client confidence, so thorough, accurate screenings were a top priority.

LET ASURINT BE YOUR TRUSTED SCREEN TEAM

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ASURINT
BACKGROUND SCREENING SOLUTIONS

THE SWITCH

For Regal, only an Avionté-integrated background search provider would do, which put just a handful of vendors in the company's sights. The need for automated compliance, rapid turnaround capabilities, and exceptional customer service honed the field even further.

But what really compelled the switch to Asurint was the ability to develop customized background search packages for any client. Regal's leadership knew that with Asurint, recruiters would find it quicker and easier to meet customers' specific pre-employment screening demands—and that would mean filling more positions in less time, cementing Regal's reputation for excellence in the DFW market and beyond.

“That's always been a challenge for us, being able to build the customized products we need on a background check.”

THE EXPERIENCE

The Avionté/Asurint integration was “super quick,” said Nikki, so Regal was online—with custom client packages—within days. The company realized an immediate, beneficial impact on background search accuracy and turnaround times, even for difficult county-level searches with which their previous vendors had struggled. And the streamlined, compliant reports—which include only the details employers can legally consider in hiring decisions—were simpler to review and explain to customers.

“The Avionté/Asurint integration has been tremendous for our recruiting team. Now I can't imagine how we were surviving before.”

Recruiters particularly appreciate the click-and-go screening package selection, which takes the guesswork out of ordering a background check. Even continual updating of client packages as needs change and new customers come on board has been effortless, because Asurint handles the details.

Moreover, “the educational piece has been huge” for Regal. Nikki frequently cites the online chat feature. If Regal clients have questions about a background report or compliance topic, she can access expert input on-demand—and that means getting back to customers, filling positions, and invoicing the job fast. The online transcript of the client support chat Asurint supplies even serves as documentation to share, so everyone is on the same page.

“It's been really important to us to have a partner who can educate us on the different laws.”

Perhaps the biggest surprise for Regal was the value of Asurint's invoicing, reporting and analytics. Regal has gained transparency into the background search spend for each of their five branches, delivering better budget control and bigger profit margins.

Finally, Regal has gained great efficiencies simply through the organized, easy-to-read background reports from Asurint. With thousands of employees in the field and the need to constantly train and cross-train a constantly growing organization, the need to teach employees how to read a background check correctly and be able to explain the findings to the client is “much easier to do” with Asurint.

“We want to be a partner with our customers, and we also want to do that with the companies we work with. I will say that's very hard. But partnership is something we've gotten 110% from Asurint.”

CONTINUED GROWTH

Four years in with Asurint, and a deepening relationship with their account manager is adding new value all the time. “We didn't know we needed that,” has become a common reprise, according to Nikki, who looks forward to making greater use of Asurint's dashboards and other features as Regal's business continues to grow.

Asurint is innovating the background screening industry. Our powerful, customizable technology—backed by subject matter experts and personalized assistance—helps employers hire the right candidates every time, and faster than ever before.

Our clients leverage faster background checks to reduce manual workloads, minimize compliance risk, promote a safer workplace, and drive insights to boost hiring and recruitment success without sacrificing comprehensive, complete records. From the first candidate interaction to the final hiring decision, Asurint helps HR professionals get what they desire—to achieve a streamlined process and seamless candidate experience.

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