

## Case Study

# employment verification

### Client Profile

UPS is a globally recognized package delivery company which also specializes in transportation and logistics services.

### Challenge

Outsource internal verification process in order to improve service to employees and bottom-line, as well as the reallocation of staff hours toward other core competencies.

### Solution

To transfer the verification process to The Work Number providing both current records and historical data dating back to 1997.

### Results

- Relief of an estimated 180,000 yearly verifications.
- Shortened verification turnaround time from 2-3 weeks to 24/7 instant access.
- \$2 million annual savings.
- Also, transferred 21,000 annual Social Service verifications.

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## UPS

### Client

Founded in 1907 as a messenger company in the United States, UPS has grown into a \$49.7 billion corporation by clearly focusing on the goal of enabling commerce around the globe. Today UPS is a global company with one of the most recognized and admired brands in the world. They have become the world's largest package delivery company and a leading global provider of specialized transportation and logistics services. Every day, they manage the flow of goods, funds, and information in more than 200 countries and territories worldwide.

### Challenge

Prior to the partnering between UPS and The Work Number, UPS' internal verification process was handled entirely by their own HR and payroll departments. Because they had to run separate payroll histories for employee verifications, compiling the information internally was taking anywhere from two to three weeks to get back to the employee. Additionally, because of the sensitivity of the data and necessary confidentiality surrounding it, UPS allowed only the most experienced, knowledgeable, and higher-paid employees to handle the process, resulting in higher costs. It was estimated that each verification cost UPS upwards of \$12-15. As employee counts began to rise toward the 400,000 mark, which led to a steady increase in verifications, it became clear that outsourcing verifications was not only logical, but necessary. As UPS began to research companies that could relieve this burden, they discovered that The Work Number had the capabilities and expertise to alleviate them of the expensive process.

### Solution

UPS concluded that outsourcing their verification process to The Work Number would enable them to eliminate the burdensome process and lead to an increased focus on core competencies. Coordination between HR and payroll determined what information was going to be provided, and both functions were more than happy to turn the process over. UPS was able to quickly turn over the bulk of their verifications to The Work Number and provided historical data dating back to 1997.

### Results

The turnaround time per verification went from 2-3 weeks to 24/7 instant access. The projected total of verifications processed for UPS in 2008 exceeds 180,000 which equates to an estimated monetary savings of over \$2 million dollars. The verification process has not only saved UPS a large sum of money, but it has also made the process much more efficient for their employees and saved them from the liability of giving out bad or incorrect information. Due to the positive results that UPS experienced with the commercial verification fulfillment, they decided to have all of the Social Service verifications fulfilled by The Work Number as well, which is well over 21,000 requests annually.