



CASE STUDY

HOW INGEUS CUT CANDIDATE SCREENING TURNAROUND TIMES BY 50% USING VERIFILE

ingeus

APM
enabling better lives



KEY OUTCOMES



Reduced background screening turnaround times from 21 days to less than 10 days, enabling faster onboarding of new hires.



Improved data accuracy and security through API integration with Ingeus's applicant tracking system, PageUp.



Enhanced compliance with Baseline Personnel Security Standard (BPSS) and legal requirements, providing peace of mind in a highly regulated sector.



OVERVIEW

Ingeus, a global human services company dedicated to enabling better lives through government-partnered programmes, manages sensitive recruitment processes across 11 countries as part of APM Group's 14,000-strong workforce.

Faced with lengthy screening turnaround times and strict compliance requirements due to their work with vulnerable populations, Ingeus implemented Verifile's integrated screening solution to streamline their verification procedures and maintain rigorous standards.

We spoke to Juliet Mortiss, People and Culture Director for Ingeus UK and Europe, to learn how this transformation supported their mission-critical work.

“Moving to Verifile, we very quickly saw an improvement in the turnaround times. If other companies are looking for a provider that will give them peace of mind and truly act as an extension of their people team, I'd recommend Verifile.”

Juliet Mortiss People and Culture Director for Ingeus UK and Europe



CHALLENGE:

To streamline background screening processes and reduce turnaround times in a high-volume, strictly-regulated sector

As a government contractor often working with vulnerable people, Ingeus is bound by strict BPSS standards. Ingeus faced a critical situation when their previous screening provider abruptly ceased services during a peak recruitment period, leaving Ingeus managing high volumes of candidates. The situation was further complicated by the need to manage regular re-checks for existing employees.

As well as needing a solution they could depend on, Ingeus needed it to be more efficient. The previous process involved manual data entry, resulting in high turnaround times of around 21 days.



SOLUTION:

A comprehensive, integrated screening system.

VeriFile swiftly implemented a comprehensive screening solution for Ingeus. Key features included:



API INTEGRATION:

VeriFile's system was integrated with Ingeus's applicant tracking system (PageUp) through an API connection, streamlining the process, eliminating manual data entry, reducing errors, and speeding up turnaround times.



BULK UPLOAD TOOL:

This tool enabled the processing of large numbers of checks simultaneously, saving time and reducing the administrative burden on Ingeus's HR team.



USER-FRIENDLY PORTAL:

Enhanced the screening experience for candidates and employees.



ROBUST INTERNATIONAL CHECKING SERVICES:

Addressing a notoriously challenging aspect of background screening for international candidates.



ONGOING SUPPORT:

Including regular account management meetings, ongoing training and support for new team members, and clear pricing strategies.

RESULTS:

Accelerating onboarding, ensuring compliance, and freeing HR resources

VeriFile's solution transformed Ingeus's candidate screening process, delivering significant improvements:



DRAMATIC REDUCTION IN TURNAROUND TIMES:

The most immediate and impactful result was the reduction in screening turnaround times from 21 days to less than 10 days, positively impacting Ingeus' operations.



COMPLIANCE AND CANDIDATE CARE:

VeriFile's system ensures full compliance with BPSS standards and legal requirements, and aligns with Ingeus's core value to "do the right thing" for their people by maintaining the highest standards for their candidates and employees. Ingeus's HR team.



IMPROVED EFFICIENCY AND DATA MANAGEMENT:

Integration with PageUp improved data accuracy and security. The bulk upload feature streamlined high-volume screening and re-checks, reducing administrative burden.



FREED HR RESOURCES FOR VALUE-ADDED TASKS:

Automating and streamlining the process significantly reduced manual work, allowing the HR team to focus on strategic, value-added tasks that directly benefit the organisation and its mission.



BETTER CANDIDATE EXPERIENCE:

The user-friendly portal made the screening process smoother and more transparent.



COMPREHENSIVE REPORTING AND VISIBILITY:

Ingeus now has improved reporting and visibility on all references and checks, including for international candidates.



RESPONSIVE PARTNERSHIP:

Verifile's responsive account management and quick problem-solving have been crucial in addressing Ingeus's evolving needs. The continuous improvements to the system based on Ingeus's feedback have further enhanced the partnership.

“ *If you can find a supplier that offers you good value, that's robust, that gives you the reporting and the customer service you need, that ticks all the boxes... Verifile are so responsive and open to feedback.* **”**

Juliet Mortiss People and Culture
Director for Ingeus UK and Europe



Accurate data. Meaningful relationships.

READY TO STREAMLINE YOUR SCREENING PROCESS?

Let us help you transform your HR operations.

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