

## Case Study

# Hiscox

### Background

Screening candidates and conducting referencing in-house was challenging for Hiscox HR administrators from both a time and resource perspective. They spent a significant amount of time chasing references and maintaining relationships with the Disclosure and Barring Service (DBS). They had particular difficulty retrieving academic references around university holidays. Hiscox asked candidates to bring in their qualifying certificates to make up for this gap, but some candidates were unable to retrieve the documents which caused delays. It became clear that there must be a more efficient long term solution for the company to conduct employment references.

### Solution

After considering many screening vendors, Hiscox chose Sterling Backcheck to conduct referencing and take over relationships with DBS on its behalf. Now, after selecting a final candidate for a position, an Hiscox HR administrator logs in to Sterling Backcheck's easy-to-use portal to update the candidate profile and upload the candidate's CV.

#### **Sterling Backcheck takes it from there:**

- Contacting the candidate to complete the details
- Retrieving the candidate's references
- Emailing the final report to Hiscox

The HR administrator can sign in at any time to check the status of a screening.



### About

Hiscox is a global specialist insurer, with 31 offices in 14 countries, a diverse portfolio of businesses and products and over 100 years' experience in the industry. Hiring strong, qualified team members globally is a top priority.

**Industry:** Insurance

**Location:** Global

**Employees:** 2,700

### Key Highlights

- Retrieving references and maintaining DBS relationships was time-consuming and taxing for Hiscox's HR team.
- By choosing Sterling Backcheck, HR administrators were able to complete employee referencing and hire quality candidates at faster rate.
- Hiscox's HR team has more time to devote to current employees.



## Results

Sterling Backcheck improved screening consistencies and eliminated candidate involvement by gaining academic references directly from the source.

### With Sterling Backcheck:

- Screening turnaround times greatly improved over in-house screenings.
- As a result, quality candidates were hired into the company at a faster rate.
- HR administrators at Hiscox can now devote more time to inducting new employees into the company and maintaining solid relationships with current employees.

## About Sterling Backcheck

Sterling Backcheck—Canada's leading provider of background and identity services—provides a foundation of trust and safety that spans across industries, professions and borders.

Our technology-powered services help organizations create great environments for their workers, partners and clients. Sterling Backcheck is part of Sterling, which has 20 offices in nine countries and conducts more than 100 million searches annually. Visit us online at [sterlingbackcheck.ca](https://sterlingbackcheck.ca).