

# Case Study



## Company Background

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.

## Key Highlights

Retrieving references and maintaining DBS relationships was time-consuming and taxing for Hiscox's HR team. By choosing SterlingBackcheck, employee referencing was completed at a faster rate, quality candidates were hired into the company quickly, and HR administrators had more time to devote to current employees.

## 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 SterlingBackcheck 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 SterlingBackcheck's easy-to-use portal to update the candidate profile and upload the candidate's CV. SterlingBackcheck takes it from there, contacting the candidate to complete the details, retrieving the candidate's references, and emailing the final report to Hiscox. The HR administrator can sign in at any time to check the status of a screening.

## RESULTS

**SterlingBackcheck improved screening consistencies and eliminated candidate involvement by gaining academic references directly from the source.** With SterlingBackcheck, 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.