

Case Study

POLLARD
banknote limited

Company Background

Pollard Banknote has been a leading supplier of instant tickets for over 25 years, with a history in the commercial printing industry stretching back to 1907. Serving over 60 lottery and charitable gaming organizations worldwide, Pollard Banknote focuses on management and support services for instant tickets.

Key Highlights

Faster turnaround time, greater accuracy and legislative compliance help Pollard Banknote maintain security, hire with confidence and protect their business from unforeseen and potentially catastrophic issues.

BACKGROUND

Security is key at a company like Pollard Banknote. Dealing with an inventory equivalent to cash requires robust physical security and tight controls of access and inventory. With 1200 full time employees and dozens of external contract workers across North America, it is vital to the company's reputation that everyone who comes into the building is vetted and cleared. Any infringement on the integrity of the product could affect not only the bottom line, but future business and reputation.

Engaging staff and contractors can be a time consuming process. Pollard Banknote previously conducted background checks with the police, but these could take up to 3 months to complete. There was also a concern that full local checks were not as thorough as they should be.

SOLUTION

Pollard Banknote can engage as many as 10-15 people in one week through their current paper system. Through SterlingBackcheck, every employee is screened on engagement, again after 2 years then every 5 years after that. Contractors come to Pollard Banknote pre-verified by SterlingBackcheck. Executives have a criminal background and credit check performed annually. SterlingBackcheck is also helping Pollard Banknote prepare for 'Ban the Box' criminal record check changes in order to remain compliant with US applicants.

RESULTS

SterlingBackcheck provides a thorough, accurate criminal background check service that has reduced Pollard Banknote's turnaround time from potentially 3 months to an average of 48 hours. Pollard Banknote does not use an automated system as everything is in paper format, so this represented a significant improvement. The results help Pollard Banknote remain in good standing with the Provinces' legislative requirements and national and international licensing bodies.

"We often test the SterlingBackcheck system by sending the same background check to the local police agency. Not only does it come back in around 2 ½ months quicker than the local police data, it will often uncover more relevant information. This makes me feel confident in the hire with SterlingBackcheck's solution."

- Bruce Vokey, Security Manager, Pollard Banknote

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