Sterling
Talent Solutions

Case Study

Trustwave

Trustwave®

About

Trustwave is the leading provider of on-demand data security and payment card industry compliance management solutions to businesses and organizations throughout the world.

Industry: Data Security

Location: Chicago, Il

Employees: 550

Key Highlights

- Sterling Talent Solutions' complete solution is a third less expensive than the previous vendor's partial solutions.

- Eliminated 425 hours of manual new hire paperwork each year.

- $45,000 savings through reallocation of one FTE from paper administration to strategic talent management.

- More top talent won through improved candidate experience in competitive hiring environment.

- Personal data more secure through digital collection and storage.

Customer Profile

Trustwave is the leading provider of on-demand data security and payment card industry compliance management solutions to businesses and organizations throughout the world. Trustwave has helped thousands of organizations — ranging from Fortune 500 businesses and large financial institutions to small and medium-sized retailers—manage compliance and secure their network infrastructure, data communications and critical information assets.

Business Challenges

Trustwave was hiring for seven domestic offices and 19 international offices, for an estimated 425 new hires per year. Communications required phone calls, faxes, and email. Assembling paperwork in a central location was difficult and cumbersome. Trustwave was hiring in an extremely competitive environment, where candidates often had two or three other offers. It had one dedicated employee whose sole role was to chase I-9s, direct deposit slips and other new hire paperwork. Recruiters had no visibility to where their candidates were in the process, and sent frequent emails to inquire on the status of forms and background checks. A new hire's first day was a chore for all involved, including at least one hour in a conference room signing forms.

Solution

Sterling Talent Solutions provided Trustwave with a single technology-based hiring solution. Sterling had a seamless integration with Trustwave's applicant tracking system, which allowed hiring managers to have a single dashboard to manage the entire employee lifecycle. Allowing differing levels of access to a new hire's data for multiple users has also been a huge boon. Recruiters can check the status of their candidates, and see instantly whether they are missing a form, or whether a background screen has been ordered, without having to call or email hiring managers.

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Our candidates love the process, we have surveyed and it's almost unanimous! There's a bit of whiz-bang factor, which suits us great because we are a technology company and candidates love the ease of everything.

- Mike Smart, Manager, Talent Acquisition, Trustwave

Before it implemented the Sterling solution, Trustwave had to search for forms that were sent from remote offices, and track down which HR employee or recruiter might have them. Now, all of its data is stored in one place, where it's easy to find and manage. Personal information is no longer left to unsecure faxes or snail mail, which is important to a company protective of personal information security. Finally, Sterling's complete solution is one-third less expensive than their previous provider's partial one, which handled only a small portion of the hiring process, including background checks and screening. Today, Trustwave's screening is completed faster than before, and for less cost. It's all part of the total hiring solution of Sterling Talent Solutions.

> *They come in on the first day, and paperwork is done. It's 'Welcome to Trustwave, here's what we do. Let's get down to business.'*
>
> – Mike Smart, Manager, Talent Acquisition, Trustwave

About Sterling

Sterling Talent Solutions, the world's largest background screening provider, provides hiring peace of mind by delivering a simpler, smarter background screening and onboarding experience for employers worldwide. Visit www.sterlingtalentsolutions.com.

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