

TANDEM SELECT

QUICK FACTS

Tandem Select saves \$150,000 annually by utilizing Fetch for Background Checks.

Tandem Select grew 62% in 2010; using Fetch search automation freed its employees to focus on critical tasks to meet increased customer demand.

Before using Fetch, manual background searches took Tandem Select an average of 2-8 hours to return results. With Fetch, data-gathering time has been cut to a mere 3 minutes.

FETCH FOR TANDEM SELECT

Tandem Select chose the Fetch for Background Checks hosted solution to power its comprehensive background screening and drug testing services. Now, it can focus employees' time on new products, existing advisory services, and new business acquisition.



Fetch can give you at least two and a half-if not three to four-times return on your investment."

Jerry Thurber,
President, Tandem Select

TANDEM SELECT REDUCES COST OF BACKGROUND SCREENING THROUGH AUTOMATION

ABOUT TANDEM SELECT

Tandem Select (formerly Premier Employment Screening Services) provides comprehensive pre-employment screening and drug testing services, as well as management of legal and technical issues and compliance assistance, for a variety of industries, including healthcare and mass-market retail.

CHALLENGE

Tandem Select offers various employment services in addition to background checks. This means that employee hours needed to be allocated to critical, customer-facing tasks - not to manual searches or data entry. As a medium-sized, fast-growing company, Tandem Select needed to optimize its existing workforce to manage costs. Tandem Select built its own web search system to speed up its data-gathering, but the custom-engineered scripts often broke due to changes in website environments. This instability made it impossible to deliver the guaranteed turnaround time that customers expect. Tandem Select's workforce was severely strained by balancing dramatic growth and increased customer demand with constant technical problems. "We needed our top people on income-producing work," said Jerry Thurber, President of Tandem Select.

SOLUTION

Fetch for Background Checks took the background screening automation and system maintenance off of Tandem Select's hands with a fully hosted solution. "Without Fetch, I'd have to assign one or two full-time engineers to duplicate what I get from their system. Instead, I can free these positions to focus on new product development," Thurber said. Fetch now handles all of the maintenance and trouble-shooting that previously interfered with Tandem Select's operations and ability to meet deadlines.

RESULTS

Fetch has allowed Tandem Select, a mid-sized business, to maintain its competitive edge, even among the larger players in the industry. "Using Fetch has been a triple play for us," Thurber said. "It's helped us to significantly increase our productivity, to maintain a managed cost for our customers, and to ensure that we are able to consistently deliver quality candidate data." With its fully-hosted Fetch for Background Checks solution, Tandem Select now offers - and delivers - a guaranteed turnaround time to clients, and the company's order fulfillment capacity has multiplied in step with its swiftly-growing customer base.