

HEXAWARE

Optimizing Background Verification Services with Advanced Automation

Driving faster resolutions and cost reduction for a global background verification leader

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client is a global leader in identity and background verification services with 5,000+ employees. Headquartered in the US, they offer comprehensive solutions including employment verification, education verification, criminal verification, drug screening, and post-hire monitoring.



Challenge

Client

Challenge

Solution

Benefits

Summary

As a first-time outsourcer, the client encountered several operational challenges:

- Low-quality scores of 78.7% prevented the client from meeting production goals.
- High applicant dispute rates required excessive manual intervention, increasing costs and inefficiencies.
- Verification success rates were lower than expected.



Solution

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Hexaware implemented a comprehensive solution to optimize support processes, cut costs, and improve overall outcomes:

- **Cross-skilled Support Model:** Combined front-office and back-office to handle verifications efficiently.
- **Research Bots and Allocator Tools:** Automated the discovery process and optimized task allocation based on agent skills and business rules.
- **Genesys Automation:** Enabled hands-free, secure data transfers, eliminating delays caused by manual processes.
- **AI-powered Automation:** Successfully automated eligibility verification, dispute resolution, and ticket processing, improving service quality.



Benefits

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Our solution delivered measurable improvements in efficiency, cost savings, and customer satisfaction:

- **Cost Savings:** Enabled 30% cost reduction, saving the client USD 1.2 Mn annually.
- **Increased Efficiency:** +43% YoY increase in number of files closed.
- **Improved CSAT:** Customer satisfaction scores improved by 15% within 60 days of go-live.
- **Self-service Growth:** Self-service adoption increased by 20%, reducing dependency on manual support channels.



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| **Summary**

A global identity verification leader outsourcing for the first time faced delays, rising costs, and low customer satisfaction. Hexaware introduced AI-driven workflows and cross-skilled support, reducing ticket handling time by 50%, saving USD 1.2 Million annually, and improving customer satisfaction by 15% in just 60 days. This strategic transformation delivered measurable efficiency and cost benefits.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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