



HEXAWARE

Transforming Pre-employment Background Screening with Intelligent Automation

Reducing background verification delays and
improving accuracy with AI-driven solutions

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Our client is a global provider of background check solutions, including pre-employment screening and compliance, to businesses worldwide. Through agile, technology-driven solutions, the 6,000+ people-strong company enables organizations to enhance their decision-making and talent acquisition processes.



Challenge

Client

Challenge

Solution

Benefits

Summary

The client faced growing inefficiencies that affected both their operations and revenue:

- Turnaround times for verifications stretched to 1.8–2 days, far beyond the required 24 hours.
- Heavy reliance on manual research created delays and increased resource strain.
- “Unable-to-Verify” cases rose from 9% to 13%, directly impacting revenue.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

We introduced an automation-driven approach to streamline processes, improve accuracy, and save time:

- **Research Bot:** Enabled research automation using Google, Yellow Pages, and corporate databases to identify contact numbers and update records seamlessly.
- **Tracers Bot:** Programmed to follow standardized procedures (SOPs) to process cases after call completion, minimizing manual intervention.
- **Online /AI Bot:** End-to-end automation of online verification cases, eliminating the need for manual calls and ensuring real-time database updates.



Benefits

Client

Challenge

Solution

| **Benefits**

Summary

Leveraging AI and automated background checks, we delivered transformational results for the client organization:

- **Improved Productivity:** Overall productivity increased by 30%.
- **Faster Research Times:** Reduced research time from 10–12 minutes to just 1–2 minutes.
- **Higher Accuracy:** Achieved an industry-leading accuracy rate of 99.95%.
- **Reduced UTV Cases:** “Unable-to-Verify” cases dropped from 11% to 8%, improving overall efficiency.
- **Day 1 Closures:** Increased same-day case closures by 40%.
- **Lower Effort:** Manual efforts were reduced by 35%, freeing teams to focus on higher-value tasks.



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| Summary

A leading background verification provider faced escalating delays and inefficiencies caused by manual processes, including lengthy research times and rising “Unable-to-Verify” cases. Hexaware introduced an automation-driven approach, using AI-powered bots to streamline workflows, reduce research times to under 2 minutes, and achieve near-perfect accuracy of 99.95%. The result was a remarkable 109% increase in productivity and a seamless, cost-effective verification process.



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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