



HEXAWARE

Transforming the Background Verification Process for High-volume Accuracy

Automation-first solutions streamline processes
for a leading professional services firm

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is among the largest global providers of background screening solutions, with operations across 25 locations in 12 countries. The company serves over 45,000 clients and performs more than 23 million background checks a year.



Challenge

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- Challenge**
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As the business grew, the professional services firm needed a reliable partner who would maintain high standards of accuracy and efficiency. With operations spread across locations, scaling up the verification processes while observing strict turnaround times and Service Level Agreements (SLAs) became challenging. Handling millions of checks annually required streamlined operations, but manual processes were slowing the company down.

The client sought a solution that could adapt to fluctuating volumes, minimize errors, and improve process efficiency to keep pace with the growing demand. They chose Hexaware to provide BPS support with advanced automation capabilities.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Hexaware set up contact centers in India (Chennai, Mumbai, Nagpur) and Mexico to support the client's global verification needs. The solution included:

- **Outbound Call Support:** Teams made verification calls for employment, education, and reference checks, within a one-day TAT.
- **Back-office Operations:** A dedicated team handled applicants' data registration, sex offender registry checks, and system updates.
- **Scalable Team Expansion:** A team of 161 resources was set up in 45 days and upon client request, was expanded by 200 resources in 60 days to a total of 300.
- **Automation Integration:** Several automation bots were introduced to improve process efficiency:
 - **Research BOT:** Automated client data research using Google and corporate websites, updating the database with accurate contact details.
 - **Online Verification BOT:** Reduced manual calls by identifying and completing online verification cases.
 - **Tracer BOT:** Managed SOP compliance and system updates, reducing manual errors.



Benefits

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Solution

Benefits

Summary

Hexaware's BPS and automation solutions delivered substantial benefits to our client:

- **Enhanced Accuracy:** Achieved a 97% accuracy rate and reduced "Unable to Verify" cases to below 10%.
- **Operational Scalability:** Rapid team expansion and flexible resource allocation supported the client's growing needs.
- **Business Continuity:** Dual-country site strategy improved continuity and mitigated risk.
- **Automated Efficiency:** BOTs automated key tasks, reducing manual effort and improving data quality.
- **Reliable SLA Adherence:** Maintained SLA compliance even with volume fluctuations, which ensured consistent service quality.



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- Hexaware provided comprehensive BPS support and automation capabilities for a leading provider of background verification processes. By setting up international contact centers in India and Mexico, deploying BOT-driven automation, and rapidly expanding team size, we delivered 97% accuracy, reduced “Unable to Verify” cases to under 10%, and improved service efficiency. A dual-country strategy strengthened business continuity, ensured stringent SLA compliance, and effectively managed volume fluctuations.



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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