



BACKGROUND SCREENING

How to Select a Data Provider

Don't stake your reputation on dated or inaccurate information. Choose wisely—here's how.

Whether you are choosing a background screening data provider for the first time or are evaluating options to better meet your current needs, making a sound, informed choice is one of the most important decisions you'll ever make for your business.

As you begin the process, ask yourself a simple question: *Are you willing to stake your professional reputation—and the reputation of your background screening company—on the information your data provider delivers?*

If you answered “no,” you are not alone. Chances are you've paid for reports that are difficult to understand, are filled with undecipherable codes or contain missing data. Or maybe you've futilely tried to reach an unresponsive client services center.

Since background screening data forms the very foundation of your business, it's time to better understand what you should be look for and when you should walk away. Here are six helpful tips to help point you in the right direction.

- ▶ **Size Doesn't Always Matter.** Data providers love to brag about how many records are in their databases. But sheer quantity never trumps the quality of the data set that's relevant to your business —. A five-page report riddled with potentially extraneous, duplicate, inaccurate or outdated information is never as useful as a two-page report with the exact, up-to-date data you need.
- ▶ **Look for Depth and Breadth.** While the number of database records may not be an accurate reflection of a provider's worth, the expansiveness of the data does matter. Look for a provider with national data coverage that includes all 50 contiguous states as well as the District of Columbia. Don't let your clients' miss critical information because of a county or state line designation.
- ▶ **Go Direct to the Source.** Does the data provider buy information from an aggregator? If so, how is any measure of quality control or standardization managed? Don't stake your reputation on a game of “telephone” where data is passed and interpreted from one middle-man to the next. Choose a provider that gathers data directly from the source—then stands by the quality of its offerings.
- ▶ **Make It Apples-to-Apples.** Is the background check report intuitive and easily understood, or is it all Greek to you? Remember: the data is only as good as its ability to be quickly interpreted by you and your clients. Easy-to-read formats and standardization for apples-to-apples comparisons are essential.
- ▶ **Customer Service Counts.** Is the data provider just that: a provider, or does the company approach the business relationship as an investment in your continued success? A strong indication of a partnership posture is the presence of legitimate real client service team members who are available to help. If you have a question, make sure you have expert resources who can answer questions and respond to challenges—fast.

The bottom line is that in the background screening industry, the data you use is not where you want to take chances. Choose a data provider with a proven track record, expansive coverage, direct data sources and sophisticated standardization methodologies. Most importantly, select a partner who is willing to stake their reputation on your success.

FOR MORE INFORMATION PLEASE CALL 866-234-4455
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1-NBD-DP-0714-00