

Case Study:

LexisNexis® Helps Zions Bancorporation Standardize Background Screening and Speed Results



Overview

Zions Bancorporation is one of the nation's premier financial services companies, operating more than 500 full-service banking offices in ten Western states: Arizona, California, Colorado, Idaho, Nevada, New Mexico, Oregon, Texas, Utah and Washington. It's one of the largest banking companies in the United States with \$54 billion in assets and approximately 11,695 employees.

"We immediately witnessed tremendous time savings throughout the entire process," explained Bowen. "All our screening results were now in one central location, which was very convenient, and I liked knowing that I had complete access to LexisNexis screening solutions contacts who were always willing to provide further details if I needed them."

The Challenge

In 2007, this company's pre-employment background screening process was highly manual, laden with paperwork—and extremely time consuming, particularly for Irene Bowen, HR Administrator, who needed to coordinate this multi-step process for candidates across nearly all bank locations. Further complicating matters was the fact that specialists in each location handled their processes differently, with little standardization between sites. "The paperwork would come in to me; I would verify it and run the different reports; then I'd have to send all the paperwork off. Needless to say, this process took a lot of my time," said Bowen. "We really needed to bring everything together and have one specific way we were all doing our jobs." Streamlining and standardizing this process soon became a top priority, and the HR team set out to find the right screening provider.

The Solution

The partner of choice was LexisNexis® which now provides background screening, fingerprinting and drug-testing services on all Zions' potential new-hires and contractors. Certain bank affiliates are even using hair samples for their drug screens—a service that LexisNexis screening solutions also provides.

In June 2009, the company further enhanced its hiring process by adding Taleo on-demand talent management software, which unifies multiple processes (including LexisNexis screening solutions) on a single software platform.

The new process has proven tremendously helpful for Zions staff.

"Our recruiters and business partners can now go into just the one system and view the status of their new hires as they move through the entire hiring process," said Bowen. "They can see when people have passed or failed the background or drug screening. They can also drill down for additional details, if necessary, by directly accessing the LexisNexis® screening solutions data from there (location). So it's a more centralized access point, which has made it a lot easier for them—and for me."

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The Result

After teaming up with LexisNexis, the Zions’ background screening process has undergone a complete makeover.

“We immediately witnessed tremendous time savings throughout the entire process,” explained Bowen. “All our screening results were now in one central location, which was very convenient, and I liked knowing that I had complete access to LexisNexis screening solutions contacts who were always willing to provide further details if I needed them.”

The HR team was also impressed with the speed of results.

“In most cases, we get our fingerprinting results back in less than four hours,” said Bowen. “And our whole drug screening process is usually done in 3-5 days. Before, our fingerprint screening alone could take as many as 22 days because it was all done through the mail. Now everything is basically done in 3-5 days. It’s been wonderful.”

A More Consistent Process

Another benefit is increased process consistency, which not only protects the HR team, but the entire company.

“Since the financial industry is so highly regulated, a more consistent process has been very helpful in keeping us compliant,” Bowen said. “We no longer have the potential for people being hired before they should be.”

“The whole process is a lot more consistent now,” she added. “Plus, the different affiliates can now contact me directly to find out what they’re looking for—they no longer need to go through a lot of channels to get what they need.”

Simpler Scheduling

Thanks to the LexisNexis® national scheduling center, the Zions HR team was able to eliminate another laborious process—coordinating candidate drug testing and fingerprint collection/submission.

“Once we have a candidate who has accepted an offer, we send them an email telling them to contact the national scheduling center to make an appointment within 24 hours. If that doesn’t happen for some reason, then I automatically get email notification; and I have to then approve whether or not that candidate can postpone the appointment. It all gets handled through the scheduling center. It’s great because I’m able to stay informed without having to do all the scheduling work myself.”

A True Screening Partner

Perhaps the greatest benefit of all: having a single, comprehensive resource for background screenings—along with great customer support.

“For me, it’s been wonderful to always get fast responses from LexisNexis screening solutions,” said Bowen. “If I have a problem with anything, I always get answers in a timely fashion. I also like knowing that when I call in, the person on the other line always makes sure they’re not talking to someone they shouldn’t be giving information to. That always makes me feel a lot more comfortable.”

“Best of all, our process just keeps improving,” said Bowen. “LexisNexis screening solutions has made changes that just keep enhancing the process. The best part is how it makes me look as an administrator. I get a lot of appreciative comments about how well the process is working—and it’s really all just LexisNexis screening solutions.”

For more information:

Call 800.590.8535 (U.S)
or 561.999.8624 (international),
email screening@lexisnexis.com or
visit lexisnexis.com/screening

About LexisNexis Risk Solutions

LexisNexis Risk Solutions (www.lexisnexis.com/risk) is a leader in providing essential information that helps customers across all industries and government predict, assess and manage risk. Combining cutting-edge technology, unique data and advanced scoring analytics, we provide products and services that address evolving client needs in the risk sector while upholding the highest standards of security and privacy. LexisNexis Risk Solutions is part of Reed Elsevier, a leading publisher and information provider that serves customers in more than 100 countries with more than 30,000 employees worldwide.

Our screening solutions assist employers, non-profits and multi-family housing managers with making quicker and more confident applicant selections based on industry-leading background checks and drug testing.

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