

Case Study:

Value Where It Counts

Catalyst Services Finds a New Screening Partner in LexisNexis®



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Overview

Catalyst Services, a subsidiary of CEDA International, provides specialized plant maintenance and catalyst handling services to the oil refining and petrochemical manufacturing industry. Specifically, Catalyst's services include vacuuming, IDLH vessel entry, specialty loading capabilities, equipment troubleshooting and hazardous materials handling in the field. With offices throughout North America and more than 700 highly qualified and experienced professionals on hand, Catalyst offers state-of-the-art equipment and workforce to meet the specific demands of this unique market.

The Challenge

In the petrochemical industry, service professionals are required to pass background checks and complete certain levels of safety orientation and training before they set foot on refinery property—and different refineries have different requirements. Depending on each individual's background screening results, they are given "grades" (from 00 to 07)—differentiators either grant or deny them access to refinery property, or specific areas within those properties, depending on each refinery's specific regulations.

To make field assignments easier, an individual's grade stays with him or her indefinitely, much like a certification. These grades help companies like Catalyst Services hire and deploy the right service professionals to the right projects, thus improving efficiency and maintaining strict regulatory compliance.

"For example, most refineries like BP, Exxon-Mobil or Marathon will only accept service professionals with certain grades—such as a 02 or below," explained Krysten Walker, Compliance Coordinator at Catalyst. "If I have someone whose background report is a grade 06, which means he's had a violent felony in his past, I know that he would be denied access at many refineries, so I would be unable to approve that individual for hire."

"Basically, it's a safety precaution that could apply to any facility—but it's particularly important to refineries that often have a thousand people together working long hours on a single site in a pretty combustible area. It could create a volatile situation," she said. "They don't want people with certain things in their background—patterns of drugs, theft or violence."

By conducting background screens, Catalyst Services can review candidates' criminal histories dating back seven years, as well as results of a Patriot Act search (for ties to terrorism) and examination of DMV records.

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Clearly, background screenings are a critical component in Catalyst Services’ overall mission to provide qualified service individuals to its clients. But not all screening partners are created equal.

The Solution

Until early 2009, Catalyst Services was using one particular screening provider offered through the Industrial Safety Training Council (ISTC), the organization that provides safety training and site-specific job safety orientations to petrochemical contractors.

Unfortunately, Catalyst Services wasn’t thrilled with the provider’s pricing, report quality or turnaround time. So it began shopping around for alternative providers—one of which was LexisNexis. And what it learned about LexisNexis, it definitely liked.

“I appreciated what LexisNexis had to offer and I really liked the price,” said Walker. “We never know if we’re going to be hiring the person we’re doing the background screening on, so it’s important that we keep our costs down.” On that front, LexisNexis proved its worth.

“The lower cost we’re now getting with LexisNexis really makes a big difference,” said Walker. “Assuming we pre-screen between 30 and 40 new applicants a month, even a \$5 or \$10 savings per applicant really adds up over time—especially if we’re not able to hire them and put them into our workforce.”

The Results

It wasn’t long before Catalyst Services began choosing LexisNexis for nearly all of its background screenings—and discovered the company’s value went far beyond excellent pricing.

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“Before, with our previous supplier, there were times where I had reports pending for over a month,” she explained. “When I would call to complain, they would promise that the reports were coming through, but never did. It wasn’t very fun. With LexisNexis, things have definitely improved.”

Catalyst Services also noticed positive improvements with the results themselves—specifically in terms of their timing and reporting. According to Walker, the results were coming back more quickly than before, and they were much easier to read and extract information from.

“I do like the LexisNexis reports better than the competition,” she said. “They are shorter and more to the point. Many others I’ve seen tend to be redundant and repetitive, sharing much of the same information on each page. For example, one provider’s report is about six pages long—compared to the more streamlined report from LexisNexis that’s about half that length. That translates into time efficiency because it takes me less time to pore



through all the information. Primarily, I'm just trying to get to the bottom line—either pass or fail on the criminal search and whether the applicant can drive or not.”

“Overall, we're very happy,” said Walker. “Cost has been a noticeable improvement. The speed is definitely there. And the results are every bit as high quality as those that come from other screening companies. We've definitely seen some positive results in our screening process—and are glad we discovered LexisNexis.”

For more information:

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