

Case Study:

LexisNexis® Genentech Case Study

Customer Name:

Genentech

Industry:

Biotechnology

Challenge:

Streamline vendor services and automate applicant data entry to obtain time and cost savings.

Solution:

Collaborate with client to identify overall information needs and create a program to automate information for just-in-time decision making.

Results:

- Quickly identify a manageable, qualified applicant pool.
- Increase workplace productivity by discouraging substance abuse.
- Enhance workplace safety.
- Reduce employee-related fraud and theft.
- Decrease negligent hiring lawsuits.



Genentech Relies on LexisNexis® Screening Solutions to Ensure a Safe, Secure Workplace

Considered by many to be the founder of the biotechnology industry, San Francisco-based Genentech has been delivering on the promise of biotechnology for more than 30 years using human genetic information to discover, develop, manufacture and commercialize drugs that address significant unmet medical needs.

When it comes to hiring practices, Genentech is much like any other member of Corporate America. It considers employee screening a critical first step to acquiring and securing the right talent, and has been performing detailed background checks on potential new employees for nearly a decade.

Today, Genentech's Corporate Security team protects its nearly 8,000 worldwide employees by performing detailed background screenings on all potential employees. Every year, this team completes roughly 2,500 full background screenings—covering employee candidates for all of its seven locations, six of which are in the U.S. and one in Singapore.

A Screening Milestone

In January 2009, Genentech reached a milestone in its screening journey by having just completed its 10,000th background screening since it started working with LexisNexis® Screening Solutions in 2004. Not only was this a commemorative event for Genentech's Corporate Security team, it represented how far the company has come in its background screening journey.

Before 2004, Genentech was using two different vendors for its background screening process—one for domestic checks and one for international checks.

“Unfortunately, the vendor we'd been using since 1990 didn't perform international checks and we started to get an increasing number of applications from scientists that needed international screening; so we decided to bring on a second vendor that could run the same candidate through an international screen” explained Sandra Smith, Corporate Security Project Coordinator for Genentech. “Essentially, we were screening the same candidate through two different vendors—and it was costing a bundle. However, we were willing to do it for a short time, so we could cover all our bases.”

It wasn't long before the right solution presented itself—a more comprehensive vendor: LexisNexis Screening Solutions.

“As soon as we started working with LexisNexis® Screening Solutions, we were able to perform both screens from a single vendor—and save some money right there,” she said. “We loved LexisNexis Screening Solutions from the get-go—especially the excellent turnaround time and exceptional customer support.”

LexisNexis Screening Solutions also helped Genentech overcome the industry-wide restrictions coming from the European Union, which continues to limit access to criminal information coming from those countries. LexisNexis Screening Solutions offers a solution for this issue, which enables Genentech to get the background data it needs to make wise employment decisions.

Automated Applicant Entry

Another major improvement was the screening process itself.

Before switching to LexisNexis Screening Solutions, the Corporate Security team was processing all the employment applications manually—first receiving faxed applications from as many as 40 internal and external recruiters; then manually re-keying all the applicant data into the system. Needless to say, this paper-based process was time-consuming, cumbersome and inefficient.

“With the new process, however, each recruiter logs on to our LexisNexis Screening Solutions online portal and sends each candidate an information-request directly,” said Smith. “The employee candidate can gather and enter all the information we need—at their convenience.”

This automated process also alleviates another burden—the time-consuming process of following up on missing information.

“We no longer need to send recruiters ongoing reminders of what their candidates haven’t done—like sign their consent forms or submit a piece of information,” she added. “Thanks to the LexisNexis Screening Solutions portal, recruiters can go online and check their own candidate’s status, view whether each step is completed or not, and determine whether the candidate is missing any documentation. This saves our team even more time, since the recruiters aren’t calling us to find out the status of their candidates.”

Smith said, “Overall, moving from a manual system to an automated process of applicant entry has been a much better experience for everyone—our Corporate Security team, the recruiters, the HR team and even the candidates themselves.”

Stellar Account Management and Collaboration

In 2008, Genentech added another facet to its employee screening process—a fingerprinting process that addressed the Nuclear Regulatory Commission’s mandate for registered fingerprints on any employee handling certain materials.

“LexisNexis Screening Solutions was very instrumental in helping us with this issue,” said Smith. “They brought a special fingerprinting machine onsite and fingerprinted about 100 employees affected by this regulation. This was tremendously helpful for our busy scientists—many of whom would have been inconvenienced by traveling to a third-party collection site for fingerprinting.”

That same year, LexisNexis Screening Solutions dedication to Account Management also helped Genentech deal with storm-related court closures around the country.

“Basically, everybody’s hands are tied when there are court closures because nobody can check the records,” she explained. “But our LexisNexis Screening Solutions representative was looking out for us again. He not only sent us updates about when specific courts were closed due to snow storms and hurricanes, he also sent us a geographical map of where various storms were hitting—so we could be a little better prepared.”

“Overall, we’ve been extremely happy with LexisNexis Screening Solutions,” said Smith. “We’ve got an excellent Account Management representative who always responds quickly to phone calls and emails. Plus, we’re getting most of our domestic results back in less than two days. It’s a great working relationship—one we’re very satisfied with.”

“It’s very satisfying to know that thanks to quality background screening, we’ve turned down the candidates with any histories of violence, fraud, active warrants or felonies. We only turn away about 2-4% of our candidates; but it’s good to know that we are creating a safer work environment for everyone.”

For More Information

Contact LexisNexis® Screening Solutions:

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