

Case Study:

Gemini Motor Transport Discovers Better Pricing, Customer Service and Control with LexisNexis® Background Screening and Drug Testing

Customer Name:

Gemini Motor Transport

Industry:

Transportation

Challenge:

Faced with burgeoning company growth and high driver turnover rates, Gemini Motor Transport needed to reduce the amount time it took to conduct employee background screening and drug testing while controlling costs.

Solution:

LexisNexis® Employment Screening and Drug Testing Solutions

Results:

- Received results in 2-3 days versus up to 2-3 weeks
- Saved roughly 15 hours per week by no longer tracking down chain of custody forms
- Reduced overall costs by approximately 20 percent



About Gemini Motor Transport

Gemini Motor Transport is the fuel transportation division of Love's Travel Stops & Country Stores, an Oklahoma-based chain of convenience stores with over 200 locations in more than 30 states. Love's current growth rate is approximately 15 stores per year, and Love's is currently ranked No. 15 on Forbes Magazine's annual listing of America's largest privately held companies.

The Challenge

In 2009, Gemini Motor Transport had a lot to be happy about. Business was booming; the company was growing, having roughly tripled in size in eight years; and the future looked bright. But when it came to pre-employment background screening and drug testing for its nearly 360 truck drivers, they were far from satisfied.

"We had been using another provider for several years, and toward the end, we were horribly unhappy," recalled Kristin Sneed, Transportation Administrative Assistant.

"We were having a terrible time getting our drug results, and it seemed like every time they couldn't process a drug result, we had to hunt down the chain of custody form. When we would call customer service to get help, we got passed around and didn't get answers. It was a nightmare."

The Solution

This disappointment led Gemini to seek a better alternative. Fortunately, its parent company, Love's Travel Stops & Country Stores, had recently switched to LexisNexis Screening Solutions for its pre-employment background and drug screening requirements—and was very satisfied with their improvements. They recommended a similar switch for Gemini.

In June 2009, after a successful trial period, Gemini witnessed the LexisNexis Screening Solutions advantage immediately and made the deal official. "We ran a few applicants through both our existing vendor and LexisNexis simultaneously, just to see how the two companies compared—how fast the results came back and the comprehensiveness of the results," said Sneed. "This direct comparison definitely highlighted the differences, with LexisNexis clearly coming out on top."

The company now uses LexisNexis Screening Solutions for all its pre-employment background and drug screens, as well as quarterly random drug tests for existing employees.

Cost Savings Too

Turns out LexisNexis was not only better, it was more cost effective too.

"Of course, cost savings was a big draw for us," said Sneed. "We were able to compare costs with our previous vendor and LexisNexis was a lot lower—about 20 percent

cheaper across the board. With our employment rate and scope of work, it's incredible how much we're saving."

In the trucking industry—where employee turnover is generally 25 percent and new hires are a constant—this cost savings really adds up.

Miles of Smiles with Customer Service

Since partnering with LexisNexis Screening Solutions, Gemini is also experiencing better service.

"I used to absolutely hate conducting quarterly random drug tests before," explained Sneed. "Many times I couldn't view my drug screen results online because they were pending chain of custody forms. I would have to call my regional manager, try to locate each form with the driver and have them fax it to me. I then had to re-submit it to our vendor, so that they could release the drug test results. It was a horrific process."

"It would literally waste a third of my day, because I'd have to be on the phone and e-mail all day trying to get results," she said. "We can't put drivers in trucks until we have these results, and there were many times we'd have to delay a hire date because we were waiting on drug results."

"With LexisNexis, there's no worrying about chain of custody forms," she said. "I get all of my results online, and it's so much easier."

Gemini was also impressed with LexisNexis responsiveness. Sneed recalls only a single employment verification issue the first year after switching to LexisNexis, and it was handled quickly and professionally. She called her dedicated customer service manager and got an immediate response. He promised he'd look into the issue personally and contacted her within a few hours with smooth resolution.

"I got a confirmation e-mail giving me everything we needed and the case was closed," said Sneed. "I got an immediate response from someone who was able to help me. He got on the case right away, and got resolution in a very short period of time, which is very reassuring. That never used to happen with our other vendor."

A Smoother Process Overall

Today, screening processes at Gemini Motor Transport have never been better—or faster.

"We usually get all our results in 2-3 days, which is much faster than we were getting before," said Sneed. "And if we have any sort of issue, it gets resolved immediately—compared to taking as much as 2-3 weeks previously. And LexisNexis background results are very thorough."

"Working with LexisNexis has made everything easier and it all moves along much quicker now. Personally, I'm a big fan of customer service, and I appreciate the fact that my LexisNexis sales representative checks in with me regularly to make sure everything is working well. He's still very much involved in how we're doing with LexisNexis."

What does the future look like for Gemini?

"We just plan on getting bigger and bigger, so we'll be relying on LexisNexis more than ever," said Sneed.

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**—Kristin Sneed, Transportation
Administrative Assistant**

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