

Case Study

Client Profile

The University of Georgia is the state's flagship institution of higher education. It is also the state's oldest, most comprehensive, and most diversified institution of higher education.

Challenge

Due to a retirement, the University of Georgia discovered that its process for processing employment and income verifications was decentralized and inefficient. With 159 separate locations processing verifications independently, the University of Georgia sought a centralized, efficient, and modernized solution to an outdated process.

Solution

Once the University of Georgia was live on The Work Number, they would simply inform verifiers who called their office that they no longer handled those requests internally and referred them to The Work Number. Nearly 100% of the time, the verifier was either aware of The Work Number or had experience using it.

Results

The dozens of weekly paper verification requests were all but eliminated. The 159 independent locations of the University of Georgia were now centralized into one source, The Work Number, giving them the peace of mind that all verification requests were being handled efficiently and effectively across all locations.

Client: University of Georgia

Client

The University of Georgia, a land-grant and sea-grant university with state-wide commitments and responsibilities, is the state's flagship institution of higher education. It is also the state's oldest, most comprehensive, and most diversified institution of higher education. Its motto, "to teach, to serve and to inquire into the nature of things," reflects the university's integral and unique role in the conservation and enhancement of the state's and nation's intellectual, cultural, and environmental heritage.

Challenge

The University of Georgia decided to undergo a thorough internal analysis of their process of employment verifications when the main employee responsible for this task decided to retire. Examining whether or not the task was still needed, what procedures were involved, and how technology has changed were key components in determining where to go next.

Through the completion of the analysis, they discovered that phone calls and faxes regarding employment verifications were coming in sporadically and often throughout the day. The department responsible for handling verifications, which consisted of four people, would simply drop what they were doing to process the verification, which was extremely inefficient and time-consuming. Additionally, there were 159 separate University of Georgia locations that processed verifications independently from the corporate office. Questions on whether or not those verifications were being processed correctly and efficiently arose and the desire to centralize the process into one location quickly became a goal.

The University of Georgia decided to research outsourcing the verification fulfillment process and discovered another university in Georgia was a current client of The Work Number. They made contact with the university to inquire about their experience with The Work Number, in which they said they were "very pleased." They also found out that the cost was less than one-fourth of a full-time employee.

After consulting the peer university and discussing the option internally, the University of Georgia decided to move forward with implementing The Work Number.

Solution

Once the University of Georgia was live on The Work Number, the dozens of calls and faxes requesting employment and income verifications virtually stopped. When and if they did come in, the University of Georgia would simply inform the requestor that their system for employment verifications was now handled by The Work Number. Nearly 100% of the time, those requestors were either aware of The Work Number or had experience using it. Many verifiers had actually evolved toward requiring or

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Solution continued...

preferring a 3rd party verification service like The Work Number in the effort to eliminate fraudulent paperwork by the person applying for the loan or credit.

A perk the University employees experienced due to use of The Work Number was the availability of verifications on weekends. Because The Work Number is available 24/7, employees who might be shopping for a car over the weekend didn't have to wait until Monday to get a verification, but could now get it instantly.

Results

Since going live on The Work Number, the University of Georgia was able to eliminate a great deal of work hours spent processing paper verifications, which freed their time to concentrate on other important core competencies like helping employees navigate retirement and benefits.

The dozens of weekly paper verification requests were all but eliminated. The 159 independent locations of the University of Georgia were now centralized into one source, The Work Number, giving them the peace of mind that all verification requests were being handled efficiently and effectively across all locations.

Verifiers now have instant access to employee verifications and employees can move forward with making life decisions at their own pace, which results in a win-win situation for both, not to mention the burden lifted from the University of Georgia.

To learn more about how TALX can help your organization, contact us at **1-800-888-8277** or **moreinfo@talx.com**.