

Cisive Helps Large Soft Drink Bottling Company with Nationwide Rollout of Background Screening and Paperless Onboarding Solution

Situation

A large soft drink bottler ("the Bottling Company"), which is a nationwide organization with 200+ field offices in 50 states, was in need of a more cost-effective, efficient way to manage their application process. The Bottling Company, which receives over 20,000 applications per year for a range of positions across dozens of job levels, recognized that their manual process for applicant tracking and conducting background checks needed the kind of customization by job level and automation that Cisive could provide. Additionally, once applicants were offered positions, the new hire process was manual and paper-based and was costly and inefficient.

Actions

In working with the Bottling Company, Cisive learned it was critical to the company that each of the many job levels in the organization had unique processing and screening specifications, ensuring each applicant within a given level was screened in a consistent manner, matching the hiring practices for all the bottler's offices nationwide.

To meet their needs, Cisive closely integrated with their Applicant Tracking System ("ATS") that manages the tens of thousands of applicants that are hired every year. Our system's capabilities and interface allow the specifications for each job level to be defined with unique hiring criteria, which is then maintained in our system. Upon the receipt of information from the ATS, the appropriate leads (elements) for the job level being applied for are automatically initiated.

In helping the Bottling Company manage their applicant pool with a customized ATS, Cisive also fulfills the company's background screening needs for each applicant with a range of services including criminal history record checks, MVR reviews, and verifications of employment and education information.

To meet the Bottling Company's need for confidentiality, our system was also built to ensure sensitive information is only available to designated individuals. Finally, to help the Bottling Company save on the expense associated with full screening of applicants ultimately deemed to be unqualified, the system was tailored to trigger a suspension of the process upon discovery of information that would cause the applicant to be ineligible for a position with the company, allowing other applicants to be processed and open positions filled more efficiently.

Cisive implemented our *Onboarding Solution* which automates the rest of the processes downstream from the background investigation process. All of the Bottling Company's new hires are on boarded in a completely paperless system that includes electronic documents for the Bottling Company's policies and procedures, including the I-9.

Results

The Bottling Company's cumbersome manual process of applicant processing and screening has become fully automated, delivering a substantial savings in their labor costs associated with manual screening. In addition, the Bottling Company now has 100% compliance with the screening standards set for all of its offices nationwide.

The implementation of the *Onboarding Solution* has already delivered the Bottling Company a substantial savings in postage costs, labor costs, and paper document storage costs while increasing the quality of the new hire experience.