



# Eliminate Technology Roadblocks With The Accio Edge™

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— Accio Data User

## **CLIENT**

A rapidly growing professional investigative services CRA with corporate, insurance/finance and law firm clients.

## **CHALLENGE**

Hitting a technology roadblock with their background screening services, which threatened to derail their rapid growth and client retention.

## **SOLUTION**

A switch to Accio Data: the screening industry's most powerful and flexible platform, backed by unwavering customer service.

## **RESULT**

A smooth onboarding process with the customization and scaling the CRA can finally rely upon to help support its rapid growth.

## **CHALLENGE**

Sometimes the very tools you relied on to succeed in the first place can become roadblocks for future growth. A professional investigative services Consumer Reporting Agency (CRA) found this out the hard way when it began experiencing tremendous growth. The CRA was using a proprietary background checking platform when its growth challenged the platform beyond its technical capabilities and threatened client retention.

“We were as efficient as we could be with the tools we had,” recalls an executive with the CRA. “But there wasn’t going to be any increase in efficiency or other growth opportunities until we made technological advances. We’re not in the software industry; we’re in the background industry. We decided to be good at what we do and find someone else who’s good at what they do.”

The CRA originally signed with Tazworks, but she says the relationship was strained from the start. Once the contract was signed, issues began popping up immediately.

“At the time, I didn’t have enough understanding of what all of the platforms offered. I just assumed they were all about the same and offered the same functionality,” she admits.

Soon, however, she was told customization of applicant release forms and other tools weren’t included in the cost and that only a certain number of onboarding support hours were included, with additional hours coming with an extra price tag as well. “I started thinking [that] some things just aren’t sitting well with me,” she says.

### **SOLUTION**

After completing the entire onboarding process and right before moving over her first client, she followed her instincts and gave Accio Data a second look. She had seen a demo of the Accio platform before and had specific questions. The Accio team spent time with her the same afternoon she reached out and put her concerns to rest.

“I [took] side-by-side comparisons...to the management meeting the next day and everyone agreed to pull the plug on Tazworks and switch to Accio,” she says.

### **RESULTS**

The CRA experienced an immediate difference. Instead of adding headaches to an already-tense time, Accio’s onboarding and support was a breath of fresh air.

“Accio’s support team is awesome. I never felt pressured to figure it all out on my own...I’ve always felt like I’ve had support. The team replies to me quickly and keeps me updated. (The difference) has been completely night and day,” she says.

Backed by the power, flexibility and service that comes with the Accio Edge™, the CRA is now armed with the confidence to grow rapidly.

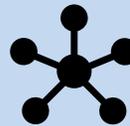
## **THE ACCIO EDGE**

The Accio Edge™ is the competitive advantage you get from using the screening industry's most powerful and flexible platform, backed by unwavering customer service.



### **POWER**

For a fraction of the cost of in-house IT, you can have a dynamic platform that's always up-to-date and infinitely scalable. Whatever you'd like to do is probably already a part of Accio's core functionality.



### **FLEXIBILITY**

Don't accept a one-size-fits-all platform approach. Accio lets you fine-tune every customers' offerings to ensure that they're running the searches they need to show due diligence and compliance.



### **SERVICE**

It's one of the top reasons that CRAs switch to Accio Data. When you call, we'll answer. We'll be there when you need us and when your customers need you. Most of the time, we'll be able to answer your question within minutes.

“I feel like Accio’s staff operates in very much the same way that my staff operates,” she adds. “We try really hard to treat our clients as partners, and I’ve felt like Accio has the same approach.”

Let us show you the Accio Edge in action. Visit us at [www.acciodata.com](http://www.acciodata.com) and request a demo today.