



Switching Platforms With Ease: The Accio Edge™

“Everything is just beautiful. I couldn’t be happier with the system, and the support people, too...If I could go back and make the change sooner, I would.”

— Accio Data User

CLIENT

A Colorado-based Consumer Reporting Agency (CRA)

CHALLENGE

HR clients were becoming frustrated with the hidden costs, poor customer service and outdated platform for the CRA’s existing software provider.

SOLUTION

A switch to Accio Data’s effective, safe, and intuitive Applicant Portal for collecting applicant information to start the background check process.

RESULT

A smooth transition, enhanced processes and excellent customer service has transformed the CRA’s internal staff and customer experience.

CHALLENGE

HR departments are constantly demanding more from Consumer Reporting Agencies (CRAs). And why not? With so much innovative technology and capabilities available these days, there seems to be someone else willing to offer better, faster, or cheaper solutions when your efforts fall short.

Accio recently interviewed a Colorado-based CRA that found this out the hard way. The veteran company prides itself on delivering quality, comprehensive background screening solutions, but according to the company, its prior background check platform, Deverus, wasn’t keeping up. The CRA shared that the process became cost prohibitive and customers were quickly becoming disappointed, customer service was lacking, and requests either led to hidden costs or were simply impossible to address within the platform’s outdated infrastructure.

“If we’d have a problem it was just put on the backburner or we’d be told that it’s impossible and can’t be done,” explains a manager with the CRA.

Still, according to management, a fear of change kept the company loyal to Deverus far longer than they knew was reasonable—even while lost productivity, hidden fees, and client frustrations were adding up. It wasn’t until disaster struck that they were ready to risk change.

“We lost our biggest client, representing about 30% of our revenue, which gave us the final impetus to change,” the manager admits.

SOLUTION

The CRA assumed the task of switching to a new solution would be fraught with transition hurdles and could further increase client and partner frustration and fallout. But they were pleasantly surprised.

Accio Data's Customer Success Specialists worked one-on-one with them to make the process an easier transition for everyone. The specialists actively listened to the CRA team and discovered that what they were seeking was something that Accio Data could already provide: an effective, safe, and intuitive Applicant Portal for collecting applicant information to start the background check process.

In the first month on the Accio Data platform, the CRA moved more than 110 of its existing clients. Two weeks later, things were already running smoothly.

"Everything is just beautiful. I couldn't be happier with the system, and the support people, too," the manager says now. "If I could go back and make the change sooner, I would."

RESULTS

The impact of the transition was overwhelmingly positive for both the CRA's internal staff and customers.

"We haven't had one problem. Not one. Everybody's been really thrilled with it," the manager says.

In fact, Accio Data has so strongly surpassed expectations that the CRA team has found new ways to improve their processes beyond what they previously imagined they could do.

"We don't even set up meetings with clients anymore," the manager adds. Instead, they could be on a call and we can say, "Hey, do you want to go through a quick demo?" That confidence boost can instill trust in current clients and win over new ones. And it's Accio Data's reliability, comprehensive features and customer support that combines to make it possible.

THE ACCIO EDGE

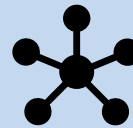
The Accio Edge™ is the competitive advantage you get from using the screening industry's most powerful and flexible platform, backed by unwavering customer service.

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.

"The [Accio] system is going to allow for such faster training, onboarding, and support for any holes we may have along the way," the manager concludes. "It's just all-around such a smooth system."

Let us show you the Accio Edge in action. Visit us at www.acciodata.com and request a demo today.