PeopleCheck

Company
PeopleCheck

Industry
Background checks

Solution
Right to Work

Implementation
API

Founded in 2003, PeopleCheck is the UK's leading background check provider. They've led the industry for two decades with a winning combination of outstanding customer service and smart technology.

PeopleCheck automate the background screening process to scale checks without limit

Challenge

For years, background screening had a bottleneck - ID checks. Before you process any screening checks on someone, you first need to be sure they're the right person. But this was reliant on manually reviewing documents and cross-checking data. And this had a knock-on impact, making the rest of the screening process manual and slow.

PeopleCheck saw the innovation happening in the digital identity market. They had it mapped on their digital journey, but first, the government would have to change the ID-checking guidance.

This finally happened in the form of the UK Digital Identity Trust Framework (UKDIATF), which allowed the Digital Barring Service (DBS) to update its guidance to allow digital identity.

So PeopleCheck went straight to market to find a certified identity services provider (IDSP) with which to enter this new chapter of innovation.

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"The change in legislation was a once-in-a-generation perfect storm. The automation that's come off the back of digital identity enables us to deliver swift onboarding and a platform that's on the leading-edge of user experience and smart technology."
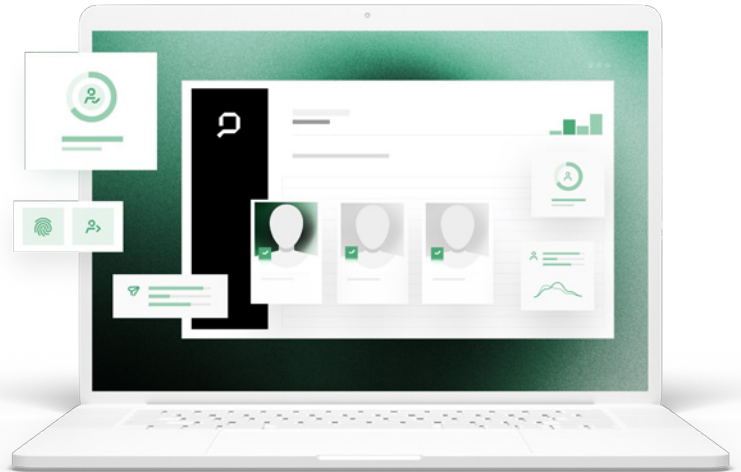
David Hutchinson - CEO of PeopleCheck

Solution

PeopleCheck chose Yoti and Post Office for expert knowledge and ability to stay agile with the speed of change. We had a shared ethos of great customer experience and great technology. In their words, we were a partner they could be proud of.

They built our Identity Verification technology into the heart of their platform. Candidates are guided through a smooth and intuitive journey whereby they upload their documents, address and a selfie.

Once confirmed, the background screening checks are triggered automatically. These include; a criminal record check, financial history, address check, and many other crucial datasets.

Our technology is certified for DBS and right to work, which was a core requirement for PeopleCheck, who had been manually reviewing documents for both processes. Our user flows are optimised to ensure candidates achieve the necessary level of confidence for DBS Basic, Standard or Enhanced with the minimum number, but widest range, of documents.

> *"We've built something that wasn't previously possible. With digital identity, we can scale at a really fast pace and a cost-effective price."*
>
> **David Hutchinson** - CEO of PeopleCheck

Results

PeopleCheck carries out 70 or so tailored screening solutions for their clients - and they all start with an ID check. With this now digitised, they have now been able to automate the rest of the screening process and remove labour-intensive data entry whilst maintaining compliance and quality.

The result? PeopleCheck can now process 1,800 checks in the same time they could previously do one. This once unimaginable level of scalability allows their clients to onboard employees quickly and seamlessly from anywhere in the world.

Thanks to our dynamic user flows and extensive list of certified identity profiles, candidates can complete the process with minimal friction and maximum flexibility in the documents they use. The same ID check is valid for both right to work and DBS, making it more cost-effective for clients and seamless for users.

This exciting partnership has shown what can happen when legislation meets innovation. Now that the process has been opened up to digital identity, we can't wait to continue to disrupt the industry and collaborate on future products.

Contact us at yoti.com/business