

MITR^TECH

10 Questions to Ask **Background Check Vendors**

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Is there such a thing as too many options? Decision fatigue can be a real struggle for HR professionals trying to find the perfect tools to fit their needs, especially when it comes to finding the right background screening solution. Some promise fast results but sacrifice accuracy, while others say they have the best software but lack human support when you need it most. So, how do you know which solution is the right one for you?

By asking the right questions.

Consider this guide your glass slipper for background check vendors to try on until you find the perfect fit. Once you do, it'll be a happily ever after for both you and your candidates.

The 10 Questions You Should Be Asking

1. WHAT ARE YOUR SERVICE OFFERINGS?

When considering background check vendors, it's essential to inquire about their specific services. Different vendors may offer various types of checks, from criminal history and employment verification to credit reports.

Understanding the range of search offerings helps ensure you select a vendor that meets your hiring needs. A comprehensive service portfolio can enhance the effectiveness of your screening process significantly.

2. WHAT IS INCLUDED IN MY BACKGROUND SCREENING REPORT?

When evaluating background check vendors, it's crucial to know what information their reports cover. Assess whether they delve into criminal records, employment history, education verification, and more.

Consider how detailed these reports are. A comprehensive report can provide insights that help you make informed hiring decisions. Ask about the sources used for data collection as well; reliability is key.

3. WHAT FEATURES DOES YOUR BACKGROUND SCREENING SOFTWARE HAVE?

When evaluating background check vendors, look for unique features that enhance their offerings. Some may provide advanced technology like AI-driven analytics or mobile-friendly reports. Others might offer niche services tailored to specific industries.

Additionally, consider user experience aspects such as customizable dashboards and intuitive interfaces. These elements can greatly improve your overall efficiency in the hiring process and make a significant difference in decision-making.

4. WHAT IS YOUR PRICING MODEL?

Understanding the pricing model of background check vendors is crucial. Some may offer flat rates, while others charge per search or subscription fees. Mitratesch's background screening software, for example, offers customizable packages for all screening services.

Additionally, inquire about any hidden costs that could arise during the process. Fees for expedited services or specialized searches can add up quickly, so it's essential to clarify all potential expenses upfront.

Background Screening ROI



Lowering Turnover



Avoiding Compliance Penalties



Improving Time-to-Hire



Increasing Productivity

5. WHO ARE SOME OF YOUR CUSTOMERS?

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6. WHERE DO YOU GET YOUR DATA?

Data accuracy is crucial when it comes to background checks. Inquire about the vendor's processes for verifying information. Understanding their methods provides insight into how they maintain high standards.

Ask about their data sources and any technology used to ensure reliability. A trustworthy vendor should have robust protocols in place to minimize errors and deliver precise reports consistently.

7. HOW DOES THE BACKGROUND CHECK VENDOR ENSURE COMPLIANCE?

It's crucial to understand how background check vendors maintain compliance with regulations like the Fair Credit Reporting Act (FCRA). Ask about their processes for keeping up-to-date with legal changes and industry standards.

Inquire whether they conduct regular audits or have dedicated teams focused on compliance. This ensures not only reliability but also protects your organization from potential legal issues.

Mitratech has FRCA-certified customer success experts to help answer your questions and keep you compliant!

8. HOW LONG DOES A BACKGROUND CHECK TAKE?

Turnaround time can vary significantly between background check vendors. It's crucial to **understand the average processing duration for standard checks** and how it aligns with your hiring timeline.

Additionally, inquire about expedited services if you have urgent needs. Knowing these options will help ensure that your recruitment process stays on track without unnecessary delays.



9. IS THERE CUSTOMIZATION?

Customization is essential when selecting a background check vendor. Different industries have unique requirements, and a one-size-fits-all approach may not suffice.

Ask vendors how they can tailor their services to meet your specific needs. Flexibility in their offerings ensures you get the most relevant information for making informed hiring decisions.

10. WHAT ELSE COMES WITH THE SOFTWARE?

Assessing customer support is crucial when choosing background check vendors. Reliable assistance can make a significant difference in resolving issues quickly and efficiently.

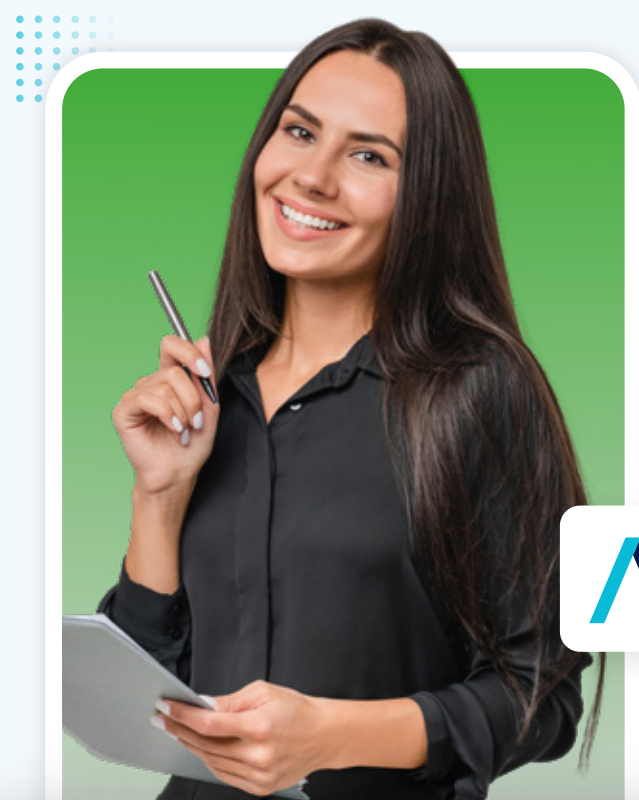
Additionally, evaluate how well the vendor's system integrates with your existing platforms. Compatibility ensures seamless operations, reducing disruptions during your hiring process. Look for those that offer easy integration options to streamline workflows effectively.

Ready to Ask a Background Check Vendor the Hard Questions?

Now that you've got the questions, we've got answers. At Mitratech, we believe in transparent, reliable, and compliance-first solutions. Our background screening is designed for speed, accuracy, and compliance, ensuring you get the insights you need without unnecessary delays.

- **Fast & Efficient:** 98% of our screenings are completed in less than 30 hours.
- **Comprehensive Coverage:** Go beyond criminal records to screen for motor vehicle history, drug testing, identity verification, watchlists, and more.
- **Trusted Compliance:** Stay aligned with FCRA, EEOC, and state regulations.

Don't be afraid, ask away!



Schedule a demo with our team today ▶

MITRATECH

About Mitrtech

Mitrtech is a proven global technology partner for corporate legal, risk, compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening organizational alignment, increasing visibility, and spurring collaboration across an enterprise.

Mitrtech serves over 20,000 organizations worldwide spanning more than 160 countries. Learn more at [Mitrtech.com](https://www.mitrtech.com).

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