

Case Study

Providing a higher level of care for a business that provides the highest level of care.



Context

UZURV works with municipal and healthcare organizations to provide the highest quality door-to-door adaptive transportation for those that need it. The company takes great care to establish trust with drivers and customers, as it is imperative that customers feel safe.

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“The clients that we serve are more vulnerable than the general population...They depend on us. It’s critical to make sure drivers are appropriately credentialed and screened.”

- Trish FitzPatrick
VP Corporate Outreach, UZURV

Challenge

Working with sensitive populations meant that UZURV needed stringent and reliable background screening for new drivers. In addition, the service has to navigate complex laws and regulations that often vary by city, state, and region. As UZURV grew, it needed a partner, not just a service provider.

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“When you make a bad match, you risk putting your riders in jeopardy. That’s the worst thing. There’s also a risk to our reputation, and ultimately, our business.”

- Trish FitzPatrick

About

UZURV is an adaptive transportation network company that provides curb-to-curb, door-to-door, and wheelchair-accessible vehicle transport for the elderly, the disabled, and riders needing a higher level of care. UZURV sets higher standards than many states mandate.

Industry: Transportation

Location: Based in Richmond, VA; operates in 22 states (and growing)

Drivers: 3K

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“People trust UZURV to take their most fragile clients from point A to point B. Because of our business model, we needed a screening company that operated at this same high level of care. We chose Sterling.”

- Trish FitzPatrick

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Solution

UZURV incorporated the Sterling API into its technology platform and instantly streamlined the driver credentialing and onboarding process, including the ongoing monitoring and random drug testing required by some of their contracts throughout the year. When it comes to launching in new markets and navigating compliance issues across the country, UZURV turns to Sterling firsthand.

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“Sterling is very knowledgeable about the various regulations and how to navigate them. We’ve benefited so much from their expertise.”

- Trish FitzPatrick

Results

UZURV continues to grow its business in the U.S. and relies on support from its Sterling partners. For more complicated matters, it has been able to turn to industry experts like Sterling SVP & Counsel, Angela Preston, Chair of the National Association of Professional Background Screeners. Today, UZURV and Sterling work collaboratively to provide a trusted experience for people living with disabilities and medical conditions.

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“Sterling has been responsive to our questions and our needs...That went well beyond what I would have gotten somewhere else.”

- Trish FitzPatrick



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“The emphasis here is the service. You can get background checks from a multitude of different companies... But it’s really the partnership, that’s the key element.”

- Trish FitzPatrick

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About Sterling

Sterling—a leading provider of background and identity services—provides a foundation of trust and safety that spans across industries, professions and borders. Our technology-powered services help organizations create great environments for their workers, partners and customers. Sterling has 20 offices in nine countries and conducts more than 100 million searches annually. Visit Sterling online at www.sterlingcheck.com.

