



Case Study

Health Services Company

Customer Profile

The Medical Device Contract Staffing Company builds, deploys, manages and measures world-class contract sales, clinical support and field service teams for the medical device and diagnostic industry. Their rapid delivery service model brings together the best in class people, systems and processes to help their customers successfully manage the commercial needs of large-scale sales, education and support initiatives.

Business Challenges

The Medical Device Contract Staffing Company relies on traditional background screening including drug screening for their candidates. The HR team needs to get their candidates screened, hired and out in the field fast to assist their clients. Due to a one to two-week turnaround time to get background check and drug screening results with their previous background screening provider, it was taking the company longer to hire new candidates and get them into the field. In addition, their prior background screening platform was not very user-friendly and had delayed loading times.

Solution

Improved turn-around time and exceptional customer service was a big priority for the Medical Device Contract Staffing Company when they partnered with Sterling in September 2017. Sterling provided a dedicated team to with the service to tailoring the screening program to their needs. Sterling tailor-fit the client's background check and drug testing program to the SterlingONE platform which enables the HR team to easily view and track the status of their candidate's background and drug testing screening.

Results

Since the program implementation, the HR team has lowered their days to hire to under five days. The SterlingONE cloud-based, user-friendly platform has streamlined the background check process for new hires. The HR team continues to build the relationship with their account teams and is extremely pleased with the direct connection and exceptional response from customer support.

About

A Medical Device Contract Staffing Company builds, deploys, manages and measures world-class contract clinical, field technical and recall teams for the medical device and diagnostic industries.

Industry: Healthcare

Location: Carlsbad, CA

Employees: 1,000

Key Features

- Reduced the background screening check turnaround time from one to two weeks to under five days.
- The easy-to-use platform has streamlined the hiring process.



Sterling has exponentially lowered our turnaround time for the background portion of our onboarding process. Their customer support teams and dedicated Account Managers are always readily available and exceptionally responsive. I would recommend their service to any company who is looking for a user-friendly system, with unbeatable customer service.

- HR Team