



Client Experience, Redefined

Simplifying how you engage throughout the screening process, from start to final hiring decision



A Centralized Hub to Manage Your Daily Tasks with Ease

We started with you. We took direct feedback and pain points from HR professionals like yourself, and built a simplified, interactive Client Hub with a modern, mobile-responsive design. After all, at the end of the day, you are laser-focused on making hiring decisions faster, effortlessly, and confidently.

INITIAL CUSTOMER FEEDBACK	
Daily Tasks	Importance Level
Initiate screening	● ● ○ MEDIUM
Monitor progress	● ● ● HIGH
Understand "my tasks"	● ● ● HIGH
Read a report	● ● ● HIGH
Take action	● ● ● HIGH
Program oversight	● ○ ○ LOW

How We're Redefining Client Experiences

Sterling is simplifying the following client experiences to help you manage screening tasks with ease, accelerating time-to-hire:

- We designed a seamless and secure **Client Login** experience
- Our new **Order Manager** makes reviewing and navigating results a whole lot simpler
- Our new **Client Hub** helps you manage screening tasks with ease - anywhere, at any time.

The Sterling Difference

- A modern, mobile-responsive design for ease of access
- Intuitive order pipeline that's easy to navigate
- Front-and-center order status and required actions
- A Quick Search tool to quickly find and filter the candidate details you're looking for
- Easily assign, unassign, or reassign invites and orders in the pipeline
- Receive and review alerts and updates without ever having to leave your dashboard
- Customer feedback capabilities influence continuous improvements
- Compliance-enabled features reduce risk throughout the screening process

LEARN MORE

Please contact your dedicated Sterling Client Success partner, call 800.899.2272, or visit us at sterlingcheck.com/client-experience



Introducing Client Hub

Sterling uniquely offers several new features that accelerates time-to-hire

Order Pipeline

Intuitive order pipeline that's easy to navigate and gain a candidate's status and actions in a few clicks

Quick Search

Quickly search for a candidate by name, email address, order ID, or Invite ID

Continuous Feedback

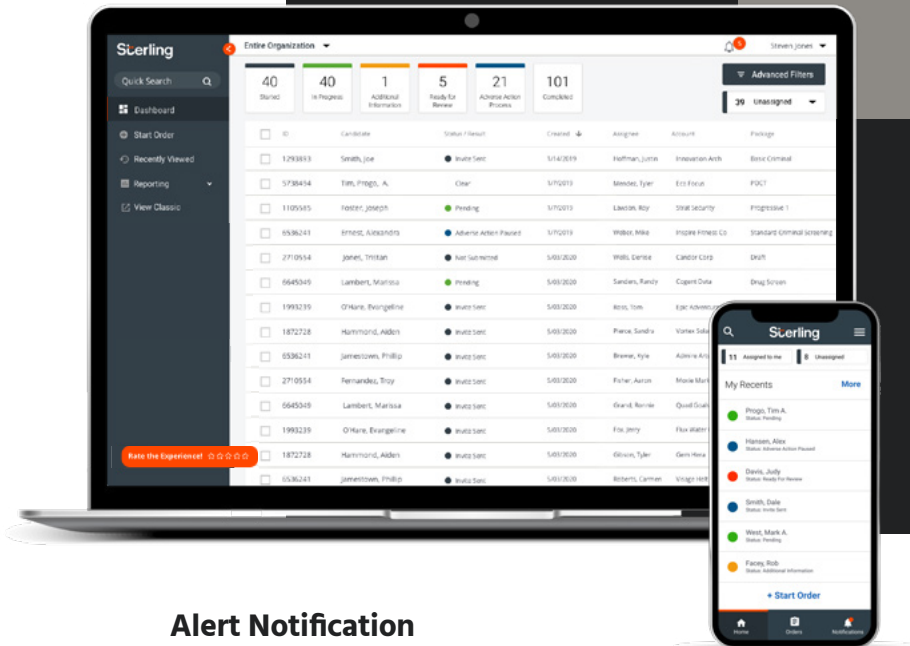
We started with your pain points, and you can continue to influence enhancements through ratings and feedback

Alert Notification

Conveniently review system alerts and updates without ever having to leave your dashboard

Case Management

Easily assign, unassign, and reassign invites and orders in your pipeline



Our new Order Manager makes reviewing and navigating results a whole lot simpler

- An easy-to-read report with color-based results and collapsible/expandable search details
- Real-time order status with a right-hand navigation bar makes it easy for you to process, export, score, add comments or attachments
- Minimize risk by leveraging compliance-enabled features throughout the screening process

ABOUT STERLING

Sterling — a leading provider of background and identity services — offers background and identity verification to help over 40,000 clients create people-first cultures built on a foundation of trust and safety. Sterling's tech-enabled services help organizations across all industries establish great environments for their workers, partners, and customers. With operations around the world, Sterling conducts more than 75 million background checks annually. Visit us at sterlingcheck.com.

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