

West Liberty University Finds GoodHire’s Platform Capabilities “Best in Class”

Introduction

This case study of West Liberty University is based on a December 2019 survey of GoodHire customers by TechValidate, a 3rd-party research service.

“GoodHire has taken the burden away from the employer and placed responsibility on the candidate. Major time saver and efficiency boost for the HR department.”

Challenges

The business challenges that led the profiled organization to evaluate and ultimately select GoodHire:

- Vendors they evaluated or replaced prior to selecting GoodHire:
 - Sterling
- Challenges they experienced with their previous vendor(s) that prompted them to evaluate GoodHire:
 - Pricing
 - Poor, clunky or outdated user experience
- The following aspects/features of GoodHire most influenced their decision to choose GoodHire over other vendors they evaluated:
 - Relationship and communication with the Sales Rep
 - Pricing
 - Modern, intuitive user interface

Use Case

The key features and functionalities of GoodHire that the surveyed organization uses:

- GoodHire features they value the most when compared against competitive solutions:
 - built-in compliance (e.g., candidate consent, adverse action process): extremely valuable
 - easy-to-read reports: extremely valuable
 - customizable screening packages: extremely valuable
 - background check status updates and automatic notifications: extremely valuable
 - simplified candidate experience: extremely valuable
 - transparent pricing: extremely valuable

Results

The surveyed organization achieved the following results with GoodHire:

- Improved the following as a result of using GoodHire:
 - improved efficiency of background screening: greater than 75%
 - reduced costs: 25-50%
 - improved time-to-hire: greater than 75%
- Saved 6-10 hours per week processing background checks using GoodHire.
- Agrees with the following statements about GoodHire:
 - “I would recommend GoodHire over similar solutions I’ve used because GoodHire’s platform features are superior.”
- Received 80-100% more value using GoodHire than other solutions they’ve used in the past.
- Rates GoodHire on the following capabilities compared to other vendors they have evaluated or used:
 - breadth of features & capabilities: significantly better
 - ease of use: best in class
 - candidate experience: best in class
 - quality of customer support: best in class
 - value returned for the price: best in class
 - overall solution performance: best in class
 - data quality/report accuracy : best in class

Organization Profile

Organization:
West Liberty University

Industry:
Educational Institution

About GoodHire

GoodHire is a recognized leader in employment screening. Our high standards for better background checks have won the trust of more than 80,000 employers, large and small. Driven to exceed customer expectations, we’ve set the bar high for speed and accuracy with fast turnaround times and low dispute rates. Customers love our platform’s intuitive workflows, built-in compliance tools, and user-friendly candidate experience. Plus, our unique blend of Silicon Valley tech and Heartland service provides a delightful experience for both employers and candidates.

GoodHire is an FCRA-compliant consumer reporting agency and accredited by the Professional Background Screening Association (PBSA).

Learn More:

[GoodHire](#)