

St. John’s Recovery Place Receives 80-100% More Value with GoodHire than Previous Solutions

Introduction

This case study of St Johns Recovery Place is based on a January 2020 survey of GoodHire customers by TechValidate, a 3rd-party research service.

“The option to have the applicant fill out the information is great, this decreases the amount of mistakes and turnaround time. The prices are amazing, and easy to make payments. No hassle and I love how applicants can explain an offense if anything comes up on their report.”

Challenges

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

- Vendors they evaluated or replaced prior to selecting GoodHire:
 - ADP
- Challenges they experienced with their previous vendor(s) that prompted them to evaluate GoodHire:
 - Pricing
 - Untimely support/poor customer experience
- The following aspects/features of GoodHire most influenced their decision to choose GoodHire over other vendors they evaluated:
 - Pricing
 - Faster turnaround times
 - US-based, FCRA-certified customer support
 - Compliance expertise

Use Case

The key features and functionalities of GoodHire that the surveyed company 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: very valuable
 - background check status updates and automatic notifications: extremely valuable
 - simplified candidate experience: extremely valuable
 - transparent pricing: extremely valuable

Results

The surveyed company achieved the following results with GoodHire:

- Improved the following as a result of using GoodHire:
 - improved efficiency of background screening: less than 25%
 - reduced costs: 25-50%
 - improved time-to-hire: 25-50%
- Saved 0-5 hours per week processing background checks using GoodHire.
- Agrees with the following statements about GoodHire:
 - “GoodHire offers a better price for the services offered compared to competitive solutions.”
 - “GoodHire’s support exceeded my expectations compared to similar vendors I have worked with in the past.”
- 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: significantly better
 - quality of customer support: best in class
 - value returned for the price: best in class
 - overall solution performance: significantly better
 - data quality/report accuracy : best in class

Company Profile

Company:
St Johns Recovery Place

Company Size:
Small Business

Industry:
Healthcare

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](#)