

How Cornerstone drastically improved their employment verification experience with Truework

Company Size: 2,500 employees

Headquarters: Dallas, Texas



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Operations Manager



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The Old Verification Process

Prior to leveraging Truework for employment & income verifications, Cornerstone used The Work Number, an ADP (HRIS + Payroll) add-on owned by Equifax.

When an employee requested a verification from Cornerstone's HR department, D'Ann and Sarah directed them to The Work Number. From there they went through a lengthy process, calling The Work Number and providing the particular company code to complete the request. When an employment letter was requested, D'Ann and Sarah had to write each one themselves. "If we had an associate who needed a letter for their employment and pay history, we would have to write individual letters, search around for our standard form, customize the letter, and then print it off to fill out."

Additionally, the only way that D'Ann and Sarah could provide up-to-date payroll data to The Work Number was through emailing or faxing sensitive information to their rep on a weekly basis. "I had to contact our Work Number representative and unfortunately, we only had one contact for issues and (payroll) data collection." They were forced to pester their rep with emails until they received a response, taking days or even weeks to hear back..

Challenges with The Work Number

Poor Employee Experience

Both D'Ann and Sarah interfaced with employees regarding employment & income verification requests. "All of the reports and requests were not user friendly. Often, we heard complaints from employees about the hectic process." They had to call multiple reps to request their report, provide even further information, only to wait weeks to finally receive a completed report. This delay provoked stress for employees, who depend on this information to complete the purchase of a new home, car, or even to sign up for child care.

Lack of Support

Since The Work Number's average turnaround time was days, sometimes weeks, D'Ann and Sarah were often left frustrated and confused. Questions and concerns were forgotten and left unresolved, causing them to take matters into their own hands. "Every once in a while we would have an employee who would get very upset. In this case, we would have to manually compile and consolidate verification information for the employee without any Work Number assistance."

Disorganized Internal Data Collection

The Work Number failed to provide Cornerstone with a centralized database that could be accessed by all employees. As a result, employee data was scattered and sometimes lost. To gather the information, the Verifiers would try to contact Cornerstone. D'Ann and Sarah had to be ready to field all of these daily requests. The Verifiers contacted Cornerstone through fax, phone, and often came in-person to the branch offices. Most of their day was taken up by these interactions with Verifiers, when they could have been more focused on priority HR duties.

In addition, in order to update employment data, Cornerstone would have to send an updated payroll spreadsheet directly to their support representative each week. This messy paper trail and need to constantly update information put Cornerstone's at heightened risk for a data breach.



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The Decision to Switch off of The Work Number (Equifax) to Truework

When D’Ann was evaluating a potential new HRIS system, an automated verification product add-on was the top differentiator between systems. When found out about Truework, D’Ann was blown away. “We wanted a system that isn’t only user friendly, but is easy to understand and makes it easy for employees to receive their verification information. That is exactly what Truework provides. My whole team was so impressed that we had to sign on as a customer.”

Centralized Source of Information

Implemented within one week, Cornerstone was quickly setup and ready to field all verifications through Truework. Truework’s direct integration with Clarus Solutions allows all data to be sent over to the correct parties, without spreadsheets or additional communication involved. Additionally, Verifiers communicate directly with Truework, “I no longer receive phone calls from Verifiers needing to complete a verification. Which has decreased my stress during the day.”

With one source to reference (Truework), there is limited confusion and complaints within the process, “Not having to take calls from recruiters frustrated with the system or something that’s not working is a huge time saver for us.”

Superb Employee Experience

With no phone calls, lost information, employees are happy with reliable communication and able to close on homes, loans, etc., much faster. Additionally, majority of Cornerstone's employee base leverage Truework's self-serve employment letter generator for instant verification, "That's one of the biggest time savers. We have so many people that need that information. The employees crucially need it quick and having that ability to just log-in and create the letter is unbelievable."

Reliable Support

With 22 years in the Staffing service industry, D'Ann is thoroughly impressed with Truework's support and services. "Truework has been such a breath of fresh air. Not only is it a top-notch product, but also a top-notch service. Service means a lot to us in our industry."

D'Ann and Sarah are worry-free during the complete verification process, since, Truework's live chat and quick to respond 24/7 support team, consistently backs Cornerstone's large employee base. "We know that if we need something taken care of before end of day, Truework will make sure it is completed. This responsiveness truly allows us to trust them with all verifications."



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