

## We Attended SHRM 2023



We're thrilled to share some exciting updates with you following our recent participation in the annual Society for Human Resources (SHRM) convention. Backgrounds Online had a fantastic time connecting with incredible individuals, and we returned with valuable insights we can't wait to pass along to you.

### Service Is Key

First and foremost, we discovered that good old-fashioned service still holds immense value. As a service-first company, this was music to our ears. At Backgrounds Online, we pride ourselves on delivering unparalleled service and professionalism. We firmly believe in being your partner throughout the hiring process, which is why we provide you with a US Based dedicated account manager and a full support staff. Every member of our team is highly trained to assist you with all your needs.



When you reach out to us, you can rest assured that a real human being will answer your call within 30 to 60 seconds. No more wasting time on hold or navigating complex phone systems. Alternatively, if you prefer email, expect a prompt response within 1-2 hours. That's the BGO difference; we have a strong team of awesome people who are committed to helping you and providing fast, friendly service.

### Proactive Communication

During our conversations with numerous HR professionals, we discovered that proactive communication was sorely lacking in the background check industry. Many professionals were unsure if they even had an account manager or had any knowledge about the status of their orders. That struck a chord with us because we firmly believe in the importance of proactive communication. When there are delays or challenges with your orders, we make it a point to reach out and keep you informed. If there are alternative options that can expedite the process, we'll suggest them to ensure you receive the background check information you need promptly.



Communication and transparency are at the core of our values. We actively keep you informed about developments that might impact you, such as clean slate laws or changes in court policies. Through this newsletter, our blog, the State Laws section on our website, and targeted email blasts, we strive to provide educational resources that empower you with the knowledge you need.

## Streamlined Hiring

Streamlining the hiring process was another prominent topic at the convention. Our objective is to help you find highly qualified candidates and maintain safe workplaces. Unlike some providers, we don't outsource our background checks. We offer straightforward, efficient options for you to order and review reports directly. Our client-driven projects ensure that we provide an easy-to-use platform, allowing you to identify and hire strong candidates seamlessly. It was heartening to hear from clients at the SHRM convention that our web applications are intuitive and practical- reassuring us that we're on the right track.



## Will You Be At SRHM 2024?

Looking ahead, we're already making plans to attend the 2024 SHRM conference in Chicago. We genuinely enjoy connecting with people, learning about your hiring challenges, and brainstorming ways to improve our services and products. If you're attending, please make sure to find us and say hello. Your feedback is invaluable to us, and we're always eager to hear from you.

### **Need Assistance?**

If you have questions about background checks or need assistance, please contact us. Our friendly, knowledgeable team is available Monday – Friday from 5am to 6pm PT. Thank you for partnering with us.