

A friendly, customer-centric team

A leading IT recruitment agency had tried a number of other screening services, but did not find what they were looking for until they partnered with PayStream. Candidate Screening allows agencies to onboard their candidates quickly, efficiently but more importantly compliantly. Saving time, reducing costs and minimising risks.

Efficient and friendly customer service: PayStream's easy to navigate, cloud-based software combined with their friendly and efficient Screening Team allow the agency to onboard candidates quickly, efficiently, and compliantly, whilst providing a fantastic user experience. PayStream take all steps to ensure a smooth screening process, which allows the client to focus on their own critical tasks. The agency feel like PayStream is an extension of their own team which in their own words is 'a very rare find'.

"We haven't received such good customer service from any other similar companies... that's what puts you guys ahead and it's your ability to have charismatic people in working for you, who are **fast and efficient**. The [team] go over and beyond for us and our associates. They try to ensure that people understand the process. **The team really feel like a part of our team...** we've managed to build up such a rapport with them. **It's the people that make the service**".

Effective and prompt responses: Whenever the agency require help to understand certain aspects of screening, the Screening Team are there to respond promptly. Their willingness to explain and provide guidance makes the partnership invaluable. PayStream's team accommodate the agencies unique needs, ensuring a seamless experience.

"The team **always respond very quickly** to us, even if we do not fully understand, they've made us feel comfortable enough to give them a phone call".

Thorough and flexible checks: The intuitive software allows the agency to track screening progress easily and the communication with the screening team is seamless. PayStream take all possible compliant steps to resolve pending checks. They proactively flag issues and checks with the agency, whilst looking for alternate means of verification; for example, by offering data established using Companies House to verify candidate directorship information when a directorship check initially fails due to issues such as a slight name mismatch caused by the way in which Companies House has recorded a candidate's name vs the way in which they have detailed their name to us.

"The team will literally tell us that a check has failed, whilst also pulling up information from companies house. [PayStream] are **incredibly flexible** with how they deal with us. They always allow us to send things on behalf of the candidates, which they will upload on to the system. **They always explain to us what things will mean for us**".

The agile, customer-centric approach of the Candidate Screening team has become a real asset to the agency, making PayStream a valuable partner.



Get in touch

If you need any help streamlining your compliance processes call **0161 971 8979** or email **screening@paystream.co.uk**.

PayStream*
