

The Solution

In 2017, after researching the market, Arc started using the TrustID mobile validation App as an easier way to validate and capture documents than manual checks and scans with a printer or photocopier. The App meant that scanned IDs were sent straight to inboxes and Arc no longer had to manually find the scans.

Then, in late 2018, Arc introduced TrustID ID Scanners for each of their 7 main offices. The office-based scanning devices check visible and non-visible security features in identity documents presented by their applicants, including passports, visas and BRPs. Once a candidate's documents are scanned, the software automatically saves proof of the check in a centralised system. The scanners mean that Arc can now easily track any expiry dates on visas and BRPs and log the date of the follow-up check, if necessary.

Reduce administrative burden

Arc was originally looking for a simple way to administer BRPs but soon realised that TrustID systems could reduce administration in other areas. *"Once we saw the ID scanners in action, we realised how good they could be in supporting our whole enrollment process and saving us time in lots of ways"* explains Maddie. *"The scan results are automatically saved in our systems, so we don't have to photocopy documents anymore. And the scanners are linked to a central system which helps us find information about candidate checks really quickly, wherever and whenever the check was done."*

The scanner also captures a candidate's photograph from their identity document and Arc can use this image to create a security pass, which is a further useful time saving.

Efficient, on-going compliance from anywhere

Once a new applicant has passed an initial telephone interview, they are invited to an assessment session, usually held in one of ARC's 7 main offices. No candidate can start the assessment session without first producing the correct Right to Work documentation and passing the TrustID validation check. *"This clear process really helps us with compliance,"* says Maddie, *"It just helps us to ensure no-one is missed!"*

In 2019, Arc introduced the TrustID online validation service, alongside the ID Scanners. The pay-per-scan service allows the team to capture a document image from anywhere and upload it to a secure validation service. Within minutes, they receive an assessment on the document's authenticity. This helps with remote recruitment and has added greater flexibility to ARC's recruitment process.

"Sometimes, we run 'pop-up' assessment days, or two on-boarding teams need to make checks at the same time, so the online validation service has been really useful" explains Maddie *"It's really easy to use and it gives us just a bit more flexibility."*

A professional and transparent check

ID validation technology has given Arc a highly professional way to demonstrate compliance checks to their applicants and their customers. Today, new recruits can see the technology in action as documents are scanned in front of them. *"The ID checks set the tone for the professional way that we work"* adds Maddie.

Help confirm document authenticity

Since introducing ID scanning, Arc have come across a fraudulent identity document presented by a candidate. *"Finding a fake document proved to us how valuable the scanners are,"* explains Maddie. *"We could stop the application immediately and the TrustID helpdesk were able to inform the relevant parties about the document."*

Conclusion

Whilst looking to reduce administrative on-boarding tasks, Arc have found a straightforward, professional and consistent way to validate applicant identity documents. The validation systems help them to ensure that the staff they're placing are who they say they are and eligible to work. This supports their commitment to compliance and gives them a robust process to make sure that no-one is placed without a thorough check.

The wide range of validation services offered by TrustID has also helped Arc to maintain compliance across their business, wherever checks are needed and vary the technology they use depending on their requirements.

“ We tell clients and candidates how seriously we take compliance. And the scanners now help us to demonstrate that really clearly!”

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