

VOE

Verification of Employment
Automated & Streamlined

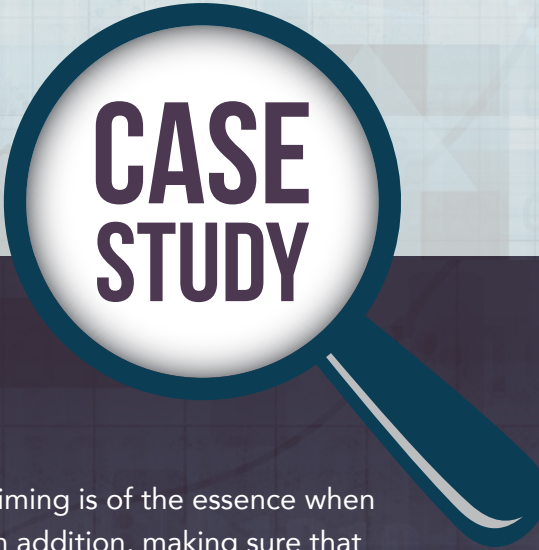
CASE STUDY

*How Walton Management Services Automated Verification
of Employment + Income Requests for a national Medical
Staffing Business and saved significant time and resources*



Verification of Employment Automated & Streamlined

How Walton Management Services Automated Verification of Employment + Income Requests for a national Medical Staffing Business and saved significant time and resources



CASE STUDY

OVERVIEW

Employers of all size often receive requests to verify employment and/or income for existing or former employees. In general, employment verification of employment (VOE) requests are triggered whenever current or former employees apply for financing, employment or some sort of government assistance. On average, it is estimated that roughly fifteen percent of an employer's workforce will need a verification completed in a given year. This means that depending on the headcount of a business, establishing a robust process, and identifying the necessary resources to administer the volume of incoming requests may pose a challenge.

Historically-speaking, most businesses have delegated the responsibility of completing incoming VOE requests to either Human Resources or Payroll resources, except for small businesses where the owner or administrator may handle everything. While completing verification requests seem like a simple task, many businesses struggle to meet the growing demands for multiple reasons.

If you put yourself in the shoes of the employee, the longer it takes for the verification to be completed, the longer they must wait to secure financing, employment, or government assis-

tance. Therefore, timing is of the essence when it comes to VOE. In addition, making sure that the information verified is 100% accurate is equally as important. This means employer records must always be kept up to date. Finally, employers must make sure that incoming requests are permissible based on the established regulations and privacy laws and that all personal identification information (PII) as well as payroll data is kept secure.

Like many businesses today, a leading medical staffing business with several thousand employees spread out across the country administered VOE in-house. This means they had identified select HR/Payroll staff members that were responsible to completing all incoming requests, in addition to performing their regular job duties. Given the nature of their business where employees were constantly moving to job assignments across various states, completing verification requests was no easy task. Completing most verifications required a lot of attention to detail and took considerable time and resources.

APPROACH

- 1 As a relatively newer client using Walton's tax credit solution, Walton's team learned of their VOE struggles and proposed automating and streamlining their verifications using Walton's VOE solution, VeriSafeJobs™. The proposed solution would leverage the payroll integration already in place for Walton's tax credit screening service.
- 2 Once the client green-lit the project, Walton's team went to work right away and collaborated with their payroll provider to enhance the existing API integration. As a result, a few additional data points were added so that the client could automate VOE altogether and save time and resources.

RESULTS



Automation of Verification of Employment + Income

VOE COUNT
8,000

SAVINGS
\$100,000

Automating VOE has solved several problems for this client. First, they are now confident that the data provided for verifications is 100% accurate and all PII is kept private and secure and that they are meeting all privacy laws. Second, their HR/Payroll staff can now use the time saved to focus on other important aspects of their jobs. And last, but not least, their verifications are now completed in record time. Consequently, complaints from

employees for slow verifications have since become a thing of the past.

Since launching the VOE service, Walton has completed over 8,000 verifications on behalf of the client. To put it in perspective, this means that automating VOE has saved this client an estimated \$100,000 in administrative costs.

"Turning our employment verification requests to Walton helped us save so much time and resources. They've been great! We honestly cannot be happier with their service."

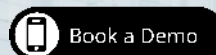
– Director, HR

CONCLUSION

Requests to verify employment (and income) are an important part of the employment continuum. However, that does not mean that businesses with a high volume of requests need to complete them manually and spend valuable time and resources each year.

Companies that are serious about automating, streamlining, and saving time and money need to turn to a tested-and-proven VOE provider. One that understands how to leverage technology, data privacy and best practices known to deliver results.

Walton's VOE solution brings all these elements together to deliver a swift and secure way to automate verification requests, saving you time and resources. So, if your staff is bogged down by verifications, Walton can help.



ABOUT WALTON MANAGEMENT SERVICES, INC.

Walton is the largest privately-owned provider of technology solutions proven to automate Point-of-Hire Tax Credits, Verification of Employment + Income and Unemployment Insurance cost reduction.

Walton's solutions deliver a streamlined user-experience powered by an award-winning technology platform and proven best-practices developed and fine-tuned over the last four decades. Walton proudly integrates with a vast ecosystem of trusted business partners to deliver automation and second-to-none service to hundreds of businesses across all industries.

For more information, visit us at: www.waltonmgt.com

CONTACT INFO

Corporate Headquarters:

1715 NJ-Hwy 35
Suite 206
Middletown, NJ 07748

800.228.0832

Sales + Partnerships
info@waltonmgt.com

Media/Press:
publicrelations@waltonmgt.com