



HR & RECRUITMENT

Information Pack



THE CHALLENGE

Validating identity integrity and quality of candidates is becoming a central issue for managing risk in recruitment, particularly for employers in Financial Services, the Security Sector, Government, Health, Social Services and Childcare/ Educational Services.

In many of these environments, the risk of employing people with criminal intent or falsified qualifications, not only presents risk to your information, finances, customers or reputation, but also to the vulnerable – such as the sick, the elderly and of course, the young. Further, an increasingly diverse range of regulatory, security and compliance issues sits alongside bottom-line business challenges such as staff turnover, cost of recruitment and business efficiency.

THE SOLUTION

AVS 'Swift-Screen', specifically designed for recruitment and absentee management, is a powerful, highly intelligent solution that utilises technology and skills-based techniques to help identify risk factors in both telephone and face to face conversations. This represents a huge leap forward in risk identification and presents fast and efficient screening and validation opportunities.

The ground-breaking **Voice Risk Analysis (VRA)** technology at the heart of Digilog's solution, uses a number of highly innovative algorithms to produce a powerful computerised analysis of risk in speech flow. The pre-existing stress levels of each individual customer are always taken into account before a VRA evaluation is applied.

Narrative Integrity Analysis (NIA) combines a number of highly advanced, 'empowering' and proven techniques that are used by security and law enforcement agencies around the world.

These include:

- Advanced Questioning Techniques
- Enhanced Cognitive Interviewing
- Conversation Management Skills
- Applied Psychology

The principle objective of AVS Swift-Screen is to swiftly identify genuine candidates by enabling operators and HR professionals to accurately assess risk in responses in real time. This is achieved by asking fair and reasonable questions in order to test the veracity of a statement. Layered conversation management techniques are also utilised to ensure that the conversation is always polite and engaging.



Our solution enables the fast and accurate detection of genuine customers.





OUR SERVICES

Digilog's AVS is so much more than a mere product. It is a dynamic solution carefully designed and tailored to meet your business needs, accompanied by service excellence and geared to deliver substantial returns on investment.

Drawing on our considerable experience in implementing solutions for many leading organisations, both at home and abroad, AVS embraces all critical components of successful in-house delivery, including Project Design and Management, Training and Mentoring, Technical integration, Support and Business Process Enhancement.

Implementing any new solution should always be challenging but never daunting. You can be sure that Digilog has the necessary knowledge and expertise to help you achieve your goals swiftly and efficiently.

Through established strategic partnerships, Digilog is able to provide a variety of scalable outsourced solutions designed to meet the specific requirements of your organisation. This can range from initial screening processes, targeted investigative activity through to fully delegated management of a service



How our combined solution delivers robust assessments



BUSINESS BENEFITS

Benefit	Result
Reduced Risk in Candidate Screening & Selection	<ul style="list-style-type: none"> Powerful insight into risk issues obtained in real time Swift-screen method identifies low-risk candidates immediately for both Pre and Post Employment Proven ability to identify misrepresentation in applications, far beyond results achieved by other known techniques
Absence Management	<ul style="list-style-type: none"> Utilise the all round insight provided by AVS to identify, manage and deter questionable sickness reporting.
Reduced Operating Expenses	<ul style="list-style-type: none"> Immense costs savings by switching to telephone based pre-employment screening Proven reductions of more than 50% in case processing times Focus your post interview validation on real risks, saving time and money
Reduced Staff Turnover	<ul style="list-style-type: none"> AVS will assist you in identifying those candidates who misrepresent their future intentions. Enhance the quality of recruit selection by recruiting those that really have achieved what it says on their CV
Improved Staff Turnover	<ul style="list-style-type: none"> Greatly enhance the interview skills of your selection personnel Empowering key recruitment decisions with AVS will deliver a significant boost to the confidence and stimulation of your staff
Better Management Information	<ul style="list-style-type: none"> Delivering a new level of insight on critical risk factors across recruitment activities
Business Transformation	<ul style="list-style-type: none"> Non-invasive, logical and highly professional approach Business Process Improvement - creating streamlined and efficient operations, that really do benefit both your organisation and its key stakeholders

* Defeat rates will vary according to client and deployment type

COMPANY PROFILE

Digilog UK Ltd is the world's leading provider of integrated risk-reduction solutions for validating integrity within conversation-based transactions such as Applications, Claims and Customer Disputed Transactions. This approach called the Advanced Validation Solution (AVS), enables business advantage by effectively managing potential to fraud. AVS is designed to handle large volumes of calls efficiently and effectively whilst adopting a customer focused approach at its core. Digilog has a strong presence in insurance, banking, credit card, police/government, accountancy, human resource departments, call centers and other sectors. We offer a range of bespoke solutions and services designed to meet the differing and unique requirements of varied process-based environment.

WHAT OUR CLIENTS SAY



"As Chief Operating Officer of Commercial Vehicle Partnership (CVP) my company has worked very closely with Digilog on numerous projects, seeing first-hand how Digilog has evolved as a service & diversified in to other sectors beyond insurance. Claims & Underwriting remain at its core."

Peter Horton

Chief Operating Officer Commercial Vehicle Partnership



"We'd heard about Digilog and how successfully it had been used in the insurance claims environment. Working with the team at Digilog we have adapted a version of their Voice Risk Analysis technology to allow us to quickly validate the information the client is telling us to make sure we take on business based on the right information, or we turn it away!"

Paul O'Gorman
Director

Wilson's Insurance Brokers



"Voice Risk Analysis is a key tool for us as it enables us to fast track many low risk customers whilst we can have more detailed discussions with those where the technology detects high risk. In the current turbulent motor market it's more important than ever that our insurer partners have confidence in our Application Fraud processes and risk assessment before we put a customer on the books".

Mike Joseph

Owner and Managing Director
RCIB