

Case Study: Domino's Pizza Employees Now Onboarded In Hours With Tech-First Background Checks

Domino's Pizza

Industry:
Quick Service Restaurant
Location:
Denver, Colorado
Size:
10 Restaurants

JARINC, DBA Domino's Pizza, has a history of innovative and forward-thinking technology, such as their voice-ordering capability available on iPhone and Android apps.



Overview

Domino's Pizza is a quick-service restaurant (QSR) providing frequent employment opportunities. Their hiring and onboarding process must be fast and efficient as job seekers have a considerable amount of opportunities in the QSR and gig economy sectors. In this case, the general manager (GM) had to navigate several manual onboarding steps which significantly slowed down the hiring process for their 10 Domino's Pizza restaurants. The GM used two companies to gather their required background checks, one for the Motor Vehicle Record (MVR) and one for the criminal background check as neither option provided instant results for both.

KarmaCheck provided both background checks instantly through one platform, and transitioned the submission of candidate information from store managers to candidates, saving the GM a significant amount of time, allowing his restaurants to hire faster, and reducing background check costs.

The Challenge

Before the GM implemented KarmaCheck, their job applicants started the hiring process by manually filling out paperwork. In turn, each store would manually submit requests for two background checks, one for the criminal background check and one for the MVR. The GM had to wait a few days or more for the background checks. Sometimes, paperwork was missing or incorrectly filled out. Other times, there were errors in the background checks the GM received, creating back and forth for the

Key Findings:

Average Turnaround Time:

BEFORE

Several Days

AFTER

Instant

Background checks not leading to onboarding:

BEFORE

70%

AFTER

1%

Time saved:

4 hrs/day

management team. In some cases, employees would start the job pending approval of the background checks, only to be informed that they will be separated from the company. This happened as it took too long for the background checks to return, and in these cases the results indicated the employee was not cleared to work.

For employees that remain active, a new background check is required every six months to ensure they are still cleared to work. Periodically, the process to check their background again was not followed, putting the management team at risk for not following protocol.

These issues contributed to a slow down in the hiring process and a cumbersome workflow for the GM and his employees. Additionally, only 30% of employees that completed the manual background checks continued on to the onboarding process to start the job.

"This is a game-changer for our business and how we onboard folks. It's hands down more efficient from the start, and I really like the ability to have automatic background checks every six months."

Richard Keske, General Manager
JARINC, DBA Domino's Pizza

The Solution

KarmaCheck provided a unified, mobile-first platform enabling the job applicant to input their information while applying at the restaurant via their mobile phone. Once the request is made through our platform, both the MVR and a criminal background check were in progress, so our client did not have to wait for one background check to return before requesting the next one. Notifications were set up to alert the job applicant and employer right from the beginning of the background check process until the end, so as the required information returned, everyone was in tune with the progress.

We also provided an automatic background check every six months for active employees. This enabled the management team to be on "auto-pilot" for subsequent background checks that are needed to ensure the employee still passes the employer requirements, such as no new DUIs.

This unified mobile-first, AI-driven solution provided many benefits to our client, including faster speed and efficiency of the background check and onboarding process, improved quality of PII data, notifications throughout the background check process, and better background check accuracy.

The Results

Instead of the employer waiting days for the background checks to return, more than 96% of the background checks were instant. Additionally, 99% of job applicants went on to complete their onboarding process, a significant improvement from the

"We discovered that the manual nature of managing their checks contributed to many other inefficiencies. Applicants under 18 years need parental approval which took a considerable time. We launched a new capability to automate the process. Richard really liked that."

Eric Ly, CEO
KarmaCheck

previous process where their completion rate was only 30%. Not only did this contribute to unexpected financial savings, as fewer background checks were purchased that were not ultimately used for the onboarding process, but it saved the employer approximately four hours every day.

Job applicants can now walk in the door, submit a background check request from their mobile device, and complete the entire onboarding process within hours to start training and a shift that evening. Overall, KarmaCheck's background check product contributed to a significantly better process for both the employee and the employer.

About KarmaCheck

KarmaCheck has reimagined background checks with a tech-first, AI-driven approach that provides the fastest background check for employment needs. Employers and employees benefit from real-time, actionable notifications, so hiring decisions come sooner. Our mobile-first background check platform is easy to access, reliable, and compliant.

Visit karmacheck.com to learn more.