

SUREHIRE

Client Experience Insights

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www.surehire.com

Customer Experience Insights | Executive Summary

At SureHire, client experience is top of mind. We work with our clients to build foundations for safe, healthy, and productive workforces and communities by offering customized solutions, innovative technology, and a vast network of testing facilities backed by knowledgeable professionals.

Each year, we take the time and effort necessary to monitor our client and testing participant experience. We do this to gain a thorough understanding of their unique business needs and pain-points to hone in on what they need from us as their trusted occupational testing partner.

In 2021, we collected information from various industries and locations across North America. Through external interviews, participant feedback surveys, and a series of strategic one-on-one growth mapping sessions, we were able to gain some highly valuable insights.

We are very pleased to learn that our clients and test participants have a high level of satisfaction and trust in us. There is still room for improvement, and we continue to strive towards creating exceptional experiences every day!

Take a look at some of the insights we've gathered!

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Participant Testing & Training Experience

13,991

participant reviews received

4.68

participant satisfaction score

82%

5-star participant review rating

Reasonable Suspicion Training (RST) Feedback



SureHire's Reasonable Suspicion Training course is very easy to understand. It was very informative without over loading. The step-by-step sections of the course made it easy to understand and follow.



I felt that this course was a useful tool for our supervisors and managers. It will provide some of the knowledge required to protect all of our employees in the workplace.



I found SureHire's Reasonable Suspicion Training course brief, to the point, and easy to follow.

4.38 / 5

Average star rating Supervisor Course

4.78 / 5

Average Star Rating Employee Course

Buzz Words



Client Trust & Account Experience

48

NPS Score

3 min

Average Call Wait Time

For Last 65,000 Calls

95%

Same-Day Result Processing

For Last 83,000 Tests

99%+

Accuracy Rate

For Last 230,000 Tests

Technology

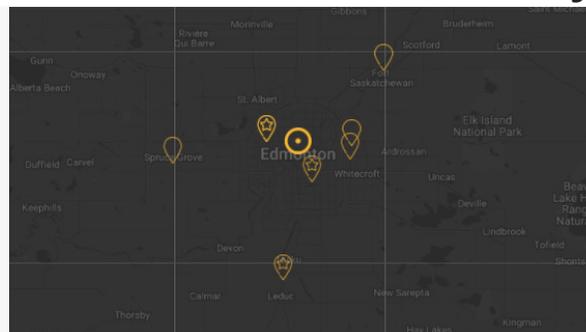


Hands down SureHire has improved our scheduling, the ability to have candidates phone to book their own appointments or use the online portal has greatly increased or ability to move people though the process. Gone are the days of the 20-minute hold to book only to find out that time doesn't work for the participant.

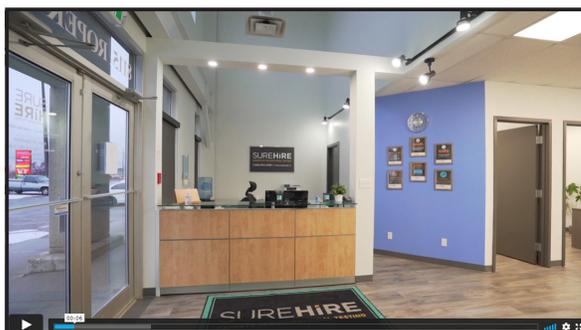


The ability to get workers booked in faster allow us to staff our last minute projects efficiently. With the recent increase in illness throughout the country we are able to find replacements for cover shifts in a short time frame with little to no interruption to our productivity.

Accessibility



Difference



The level of communication between us and the account managers has made all the difference in the efficiency of our program. If we have a concern we have a direct contact to reach out to who has the authority to make/request the changes we need in a timely manner.

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Thank You for Your Partnership and Feedback!

We are always striving to exceed our client's expectations. If there is ever a time we do not meet this goal, if you have any questions about how our company can better serve you or improve in some way for future clients - we encourage you to connect with us!

We want nothing more than an exceptional experience with every interaction here at SureHire, so let us know what's on mind!

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