



Company vitals

Chubb achieves reassurance with ADP

Introduction

Chubb Insurance Company is a leading global property and casualty insurance firm. Chubb started building its presence across Europe in 1962 and has been recognised for its service to brokers as well as underwriting skills, quality of cover, claims handling and access to decision makers. It now has 663 employees in 8 sites across the UK and Ireland.

The Challenge

In order to maintain its exemplary status for delivering tailored insurance policies, Chubb Insurance Company has to be reassured that its employees have a solid education and employment background to ensure that its customers' policy information is in safe hands. Because of this, Chubb sought a provider of background checks that would consistently produce accurate results that could be relied upon and provide the functionality it needed. Of its previous provider, Michelle Barker, Compensation & Benefits Analyst at Chubb says:

"The previous background check system did not provide the level of solution that we were looking for. We wanted the new solution to reduce the amount of administration time whilst keeping consistently accurate results."

Chubb required an affordable solution that was easy to use and delivered a good employee experience. Confidentiality was very important, as was online accessibility to enter employee information.



Name	Chubb
Industry	Insurance
Established	1962
Employees	Over 650
Locations	8
Website	www.chubb.com

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An online service was fundamental to our aims. We needed a solution that was easy to set up and enabled our employees to input their own data. In addition we were looking to build on the level of checking that we were previously getting.

Michelle Barker
Compensation & Benefits
Analyst, Chubb

In addition to this, the solution had to be one that could reduce the administrative burden on the HR team and this would only be achieved by the guarantee of thorough and accurate results.

The solution

Chubb Insurance Company chose ADP BackCheck to replace its previous provider and ensure a thorough employee screening function. "An online service was fundamental to our aims. We needed a solution that was easy to set up and enabled our employees to input their own data. In addition we were looking to build on the level of checking that we were previously getting" The process to find a new provider started in earnest and ADP was among three short listed vendors. Michelle continues:

"It was clear from the start that ADP would come out on top. While the pitch was very competitive, the ADP team was extremely responsive to any questions that we had and were impressive throughout."

The Implementation

It took a short period of time to set up the ADP BackCheck system and Michelle adds, "The setup was extremely easy and fitted in with our tight deadline. We were able to hand over the implementation to the account team at ADP in full confidence that the migration would be smooth and successful. "The amount of support we received throughout the process was fantastic. Nothing



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was ever too much for the account team and their capabilities and attitude made them great to work with."

The Outcome

As a result of ADP BackCheck, every new employee has basic criminal, credit, passport verification, and employment / qualification checks. In addition to these, ADP BackCheck allows employees to be checked against the Watch List of wanted criminals, something that the previous vendor didn't supply. Michelle comments: "The employee experience of the ADP BackCheck system is vital to the success of the solution. Now that employees can input their own data online, they are not being chased to submit information. These levels of confidentiality leave both management and employees in no doubt that the data is in safe hands.

"The consistency of the checks has allowed Chubb to spend more time on value-added activities instead of having to chase the background check supplier, as Michelle says: "The communication lines are now much smoother and we are even able to check the progress online."

With results coming back within days of the data being submitted, the HR team can leave the solution to manage the checks, which is exactly what we were looking for in order to reduce administration time." Chubb is pleased with the relationship that it has developed with ADP, as Michelle adds,

"The expert way in which ADP has managed our account is really impressive. We would recommend them to anyone and our experience with ADP BackCheck lead us to encourage the Ireland arm of the company to use ADP BackCheck."



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