



FIORANO ESB GETS THE JOB AT HIRERIGHT

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Stefano Malnati
VP of Engineering
HireRight

CUSTOMER PROFILE

HireRight is the leading provider of web-based employment screening services. The company's background screening, drug screening and assessment solutions enable organizations worldwide to identify the best candidates. Many of the world's most innovative and successful companies have selected HireRight due to its technologically advanced, industry-leading offering and superior customer service.

BUSINESS PROBLEM

When HR and security departments at major companies want to be sure of the individuals they're employing, they contact HireRight first. HireRight offers a wide range of employment screening and information verification services including, criminal record checks, employment and education verifications, professional reference checks, credit and motor vehicle record checks, drug screening, and other specialized verification services.

HireRight, an application service provider, delivers its services via the Web, whereby a report on a candidate's background can be provided within a short time and includes real-time access to the progresses in the background process. HireRight's solutions are highly integrated with the dominant players in the HRIS (Human Resource Information System) market to deliver a seamless and consistent customer experience. HireRight also provides its clients with a high-level of customer support to satisfy the needs of both customers and applicants, keeping track of such interaction using a state-of-the-art CRM system.

SOLUTION

Improving the consistency and the effectiveness of Customer Service was one of the top priorities for HireRight. The company decided to implement one of the leading, on-demand, CRM solutions. Providing tight and seamless integration between HireRight's internal systems and the new CRM was an essential component of a successful implementation. With Fiorano ESB, however, the integration's level-of-effort was significantly reduced, and was central in helping produce a deeply integrated business solution.

Fiorano ESB is an Enterprise Service Bus (ESB) middleware product from business process integration leader Fiorano Software Inc. With Fiorano ESB, companies can integrate a long list of otherwise incompatible applications and processes—from Web Services and .NET to Enterprise Resource Planning (ERP), J2EE and legacy applications—using reliable, event-driven messaging based on a standardsbased Service Oriented Architecture (SOA).

Standards supported by Fiorano ESB include SOAP, UDDI, HTTP, XML, JMS, J2EE, JDBS, BPEL4WS and many more. Because they are highly distributed within a company and with no single point of failure, ESBs are inherently reliable and highly scalable. What's more, they can be deployed from any physical location across a company's technology network.

BENEFITS

Using Fiorano ESB, the HireRight development team was able to implement and deploy a working solution in a matter of weeks. The solution has enabled HireRight to deeply embed the CRM functionalities for case management and issue tracking inside their service delivery process. Hundreds of customer support cases are now processed daily, automatically, drastically reducing the processing time and cost required for dealing with customer interactions.

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Due to our unique architecture and easy-to-use tools in our solution, the implementation was very quick and effortless. Unlike complex and expensive integration solutions, Fiorano's integration solution enabled HireRight to achieve immediate tangible benefits for delivering better service to its customers.

ABOUT FIORANO SOFTWARE

Fiorano Software (www.fiorano.com) is a leading provider of enterprise class business process integration and messaging infrastructure technology. Fiorano's network-centric solutions set a new paradigm in ROI, performance, interoperability and scalability. Global leaders including Fortune 500 companies such as Boeing, British Telecom, Credit Agricole Titres, Lockheed Martin, NASA, POSCO, Qwest Communications, Schlumberger and Vodafone among others have used Fiorano technology to deploy their enterprise nervous systems.

To find out more about how Fiorano can help you meet your enterprise integration objectives, visit www.fiorano.com or e-mail sales@fiorano.com