eeCHECK

BACKGROUND SCREENING · VENDOR TRANSITION

Switching Background-Screening Providers

A Transition and Cutover Playbook

Move the screening workflow — not the entire legacy database.

OVERVIEW

Executive Summary

The safest background-screening provider transition is usually a **prospective cutover with a controlled run-off period.** New orders move to the incoming provider from an agreed date, while the outgoing provider remains responsible for the legacy cases it has already started.

Historical screening data does not normally need to be imported into the new provider's production platform. Employers should preserve only the records they genuinely need, maintain clear case ownership, test integrations before go-live, reconcile open cases, and close the outgoing service through a documented retention, return or deletion process.

GOVERNING PRINCIPLE

Move the screening workflow, not the entire legacy database.

THE SHORT ANSWER

Does screening data normally move to the new provider?

USUALLY, NO.

The incoming provider needs the configuration to process new orders — packages, country rules, service levels, roles, billing, integrations and escalation — not the outgoing provider's old reports.

RATIONALE

Why Full Historical Migration Is Uncommon

1. **The employer may already hold the records it needs**

   Final reports often already sit in the ATS, HRIS or a controlled archive — copying them again adds little value.

2. **Background-screening information is sensitive**

   Identity, employment, criminal, credit and other records shouldn't gain another transfer, storage location or access group without cause.

3. **The new provider did not perform the old checks**

   It cannot validate another provider's methods or conclusions — importing a legacy report must never imply it did the work.

4. **Partially completed checks are difficult to transfer safely**

   Different consent wording, source channels and report standards mean incomplete work may not transfer cleanly.

5. **Data minimisation favours a narrower approach**

   A defensible transition starts by asking what's genuinely required — not by copying everything because the technology allows it.

THE UNDERLYING LOGIC

A provider switch is a workflow handover, not a database migration. The incoming provider needs configuration to run new checks — not another company's completed casework.

APPROACH

The Recommended Transition Model

A prospective cutover with a controlled run-off period

1

Configure and test the incoming provider

2

Select a cutover date & time for new orders

3

Stop creating new orders with the outgoing provider

4

Allow the outgoing provider to complete open cases

5

Maintain access to legacy reports during run-off

6

Reconcile unresolved cases, corrections & invoices

7

Export only employer-required records

8

Close access; obtain return or deletion confirmation

OPERATIONAL PRINCIPLE

For a limited period, two platforms may be in use — but for different populations: the outgoing platform owns legacy cases; the incoming platform owns new cases created after cutover.

What Might Legitimately Be Transferred?

Potential Transfer	Why It May Be Needed
Open-case register	To monitor the run-off and assign ownership
Employer / business-unit codes	To configure the incoming service
Screening package definitions & country rules	To recreate the approved screening programme
Authorised user & role information	To establish appropriate access
Billing references / purchase-order details	To maintain commercial continuity
Cases under correction, dispute or legal hold	To preserve accountability and required follow-up
Selected employer-owned reports	Where required records aren't available elsewhere
Limited cutover metadata	To reconcile cases close to the transition boundary

Before candidate-level information is transferred, document the need, exact fields, access, storage, protection, legal basis, provenance and deletion timeline.

ROADMAP

Seven-Phase Provider-Switch Playbook

1

Define Scope & Owners

Appoint a transition lead; confirm countries, packages, integrations & exit terms

2

Inventory Open Cases

Build the open-case register — the most important exercise of the transition

3

Configure Incoming Service

Build from the employer's screening policy; map business meanings, not just labels

4

Pilot New Cases

Test the full journey end-to-end using new cases, not a bulk historical import

5

Prepare Cutover & Run-Off

Reconfirm registers, finalise access, train recruiters, agree go/no-go criteria

6

Cut Over New Orders

Activate the incoming provider; monitor duplicates, failures and access issues

7

Close the Outgoing Service

Final reconciliation, then retention, return or deletion — plus a 30-day review

How to Handle Open Cases

Case Position	Preferred Treatment
Checks already in progress	Usually allow the outgoing provider to complete them
Partially completed package	Prefer completion by the outgoing provider for one accountable report
Under correction or dispute	Keep with the provider that produced the report until resolved
Long-stalled case	Decide explicitly: continue, cancel or restart

Historical Reports: Four Practical Options

1. Keep reports in the employer's system of record
2. Maintain time-limited read-only legacy access
3. Export a limited employer-required archive
4. Selectively provide a record to the new provider, only when genuinely needed

KEEP IN MIND

Cases already underway, awaiting a source response, or awaiting an employer/institution/authority reply usually remain with the outgoing provider.

A bulk import into the new provider should be exceptional — supported by a clear business or legal requirement, due diligence, field mapping, secure transfer, reconciliation and deletion of staging files.

Go / No-Go & Rollback Criteria

- Candidate-to-report mismatch
- Unauthorised access
- Incorrect screening packages or country rules
- Failure of order creation, invitations or callbacks
- Inability to identify which provider owns a case
- Mandatory candidate communications not issued
- Inadequate operational coverage for cutover

The rollback plan must state whether new orders return to the outgoing provider, follow an approved manual process, or pause — and address cases already created in the incoming system.

TRANSITION CHECKLIST — HIGHLIGHTS

- [ ] Transition owner & decision rights confirmed
- [ ] Open-case register reconciled
- [ ] Unnecessary historical migration ruled out
- [ ] New-case pilot accepted
- [ ] Go / no-go criteria passed
- [ ] Return, retention or deletion process confirmed
- [ ] Post-implementation review completed

Questions to Ask the Providers

QUESTIONS FOR THE INCOMING PROVIDER

- ? How will you configure our packages by country, role and entity?
- ? How do your statuses differ from our outgoing provider's?
- ? Can you accept an open case? What can you rely on, and what must restart?
- ? How will you prevent duplicate orders during cutover?
- ? How will temporary transition files be deleted?

QUESTIONS FOR THE OUTGOING PROVIDER

- ? Can you produce an accurate open-case report by status?
- ? Which cases can be completed during the run-off period?
- ? How long can restricted legacy access remain available?
- ? What information must you retain, and for how long?
- ? Will you supply a return or deletion confirmation?

SUPPORT

How eeCheck Supports a Provider Transition

Configuration

Role- and jurisdiction-specific package & country setup

Integration

ATS / HRIS / API testing and new-case pilot validation

Cutover

Routing, timing, support coverage and transition controls

Reconciliation

Clear ownership between legacy and new cases, plus training

FINAL STRATEGIC TAKEAWAY

The safest provider switch is usually simpler than a large-scale data migration.

Configure and test the incoming provider for new orders. Establish one clear cutover point. Let the outgoing provider finish the cases it has already begun. Preserve only the historical records the employer genuinely needs, in an authorised location, and close the legacy environment through a documented reconciliation and retention process.

Move the screening workflow, not the entire legacy database.