

## Background Screening Solutions for BPO Services

In the race to digitise services, boost operational agility and scale-up everything from customer support to supply chain fulfilment, more companies are turning to business process outsourcing (BPO) providers. Within the Asia Pacific region, the BPO market is soaring at an 8.8 percent CAGR, forecasted to hit USD\$85.8 billion in revenue in coming years, with China and India leading in regional market growth.<sup>1</sup>

Yet, with this growth comes the need for talent, and not just any talent. BPO providers need to identify and hire the right workers to further differentiate and distinguish their services in an increasingly competitive market. This is where background checks can help.

### Hire top talent to grow your business. Background checks can help.

BPO providers need skilled workers who can represent and advance two business directives at the same time—that of their direct employer and the business customer paying for their services. Without a doubt, their employees have the power to make or break their reputation within the industry.

Knowing this, background checks can help BPO providers optimise their workforce in two important ways. First, it helps BPO employers confirm a candidate's experience, skills, and qualifications. This can include soft skills such as their ability to effectively communicate verbally and in print with businesses and their customers. Second, it can help reduce employee-related risk by providing insight into prior criminal and terrorist activities, professional sanctions and more.

Put simply, background checks provide critical candidate due diligence to help BPO companies:

- Efficiently identify and hire skilled workers who can quickly produce positive results for the business
- Retain top talent and reduce turnover by ensuring candidates are a “good fit” before hiring them
- Differentiate the business by taking extra steps to employ a high-performing workforce
- Mitigate physical, financial, legal, and reputational risk caused by unqualified or malicious workers

*“As incumbent service providers expand their offerings, they face the challenge of attracting in-demand digital talent—and navigating the market to find partners with distinctive capabilities to fill crucial gaps.”*

- Global business-services sourcing comes of age  
McKinsey & Company, Sept. 2021

## Who should be screened? Everybody.

Background checks are recommended for every employee within a BPO organisation. Promoting a “top-down” approach to employment screening sends a strong message to workers and business customers alike that the provider is serious about being a trusted industry leader, with a foundational commitment to advancing operational performance and mitigating risk. Categories of workers who should be screened include:















- C-suite, executives and board members who have a direct impact on media, business reputation
- All levels of management
- Professional positions ranging from accountants and marketers to data scientists and more
- Hourly workers including call centre employees, data entry specialists and more



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## Background Check Best Practise Insights

To help BPO organisations start a background checking programme or update an existing programme, below is a list of best practise observations based on the searches that are commonly ordered by our customers within this industry.

	Basic	Standard	Advanced
	A good baseline screen for ALL candidates	A more in-depth screen that provides a better understanding of a candidate's specific qualifications and professional background	Appropriate for management, executives and board members who are the "face" of the business or whose actions can impact the trajectory of the business
 Identity Verification	✓	✓	✓
 Criminal Check*	✓	✓	✓
 Employment & Education Verification	✓	✓	✓
 Right to Work Check	✓	✓	✓
 Civil Litigation Check		✓	✓
 Credit Check		✓	✓
 Global Expanded Sanctions		✓	✓
 Bankruptcy Check		✓	✓
 Professional Qualification/Licencing		✓	✓
 Reference Checks		✓	✓
 Global Reputational Media/Adverse Media Search		✓	✓
 Directorship Verification			✓
 Social Media Search			✓
 CV Comparison			✓

\*Such as police checks, when available and permissible.

1 [Asia Pacific Business Process Outsourcing Market Report 2025 \(grandviewresearch.com\)](https://www.grandviewresearch.com)

We can help. For more information, contact First Advantage today: