

Lower Costs, Higher Trust: How Jett Express Drives Growth with HireRight and Double Nickel



Overview

Jett Express has over 40 years of transportation leadership under its belt. From expedited shipments and cross dock flexibility to large-scale logistic management and warehousing, Jett Express takes pride in supporting smooth and efficient supply chains across the lower 48. Beyond seeing customer success, Jett Express also prioritizes their driver experience with a driver-first culture. Jett Express recognizes the importance of valuing their drivers' contributions with over half of their fleet having at least five years of tenure.

So, while Jett Express' mission is delivering tailored and comprehensive transportation solutions for their customers, they needed a background screening partner that could meet their own unique needs. And that's where HireRight was able to help.

Jett Express Challenges

Before partnering with HireRight, Jett Express was receiving background reports from third party platforms that required a lot of manual work to maintain. Team members were having to manually find and scrub each report within the various platforms to then download and upload them into their own system. Drug screening and DOT physicals were also siloed, meaning internal staff were clicking through multiple platforms at any given moment. Not only was this burying Jett Express in administrative work, but it resulted in slow turnaround times for background screens and the loss of potential hires.

Jett Express understands the massive turnover problem within the trucking industry and knows a driver with a sufficient background screen is a hot commodity. So, they identified a need for a more efficient process to help identify and hire those drivers. There was also the added complexity of needing a provider that could match the compliance requirements of their highly regulated industry.



"Our goal was to quickly and efficiently hire the highest quality candidates that we could. We did that by partnering with HireRight, a background screening leader with a great reputation and authority in the space."

Brad Hackett

Director of Recruiting & Safety, Jett Express

With the weight of manual workflows, Jett Express was also in need of automation through their applicant tracking system (ATS). Their bottlenecks included manual application sorting, interview prep and scheduling, and background screen initiations and reviews. With a smaller internal recruiting and talent acquisition team, Jett Express wanted a proven process they could be confident in.

Jett Express needed a background screening solution that could support the complexities of their regulated industry, one that acted as a one-stop-shop to minimize manual siloed reporting, and automations to reduce repetitive administrative tasks.

HireRight's Solution

One-Stop-Shop Solutions, Double Nickel Integration, and Industry Authority

Implementing a new background screening provider with equal services at a lower cost was the first win for Jett Express. With compliance and Jett Express' needs in mind, HireRight customized a screening package that fulfills requirements within the trucking industry for both pre- and post-hire screening. This included a new criminal package, Social Security Number trace, drug testing, and more.

“The HireRight onboarding team was fantastic at creating a custom package with what we specifically needed here at Jett Express. We were building that trust right from day one.” **– Brad Hackett**

From account management support, subject matter experts in drug screening and reporting, HireRight helped introduce enterprise-level support to aid Jett Express' growth within the transportation landscape.

With the priority of creating a customized and trucking-specific screening package for Jett Express, the next step was to integrate their ATS, Double Nickel and HireRight. Jett Express' usage of Double Nickel's AI assistants, automated scheduling, and comprehensive reporting dashboards helped recruiting efforts become streamlined. From setting up candidate interviews and initiating background screens, this directly improved their candidate experience with timely communication.

“By just changing the status of a candidate to the qualification stage, I have automation set up that – BOOM- all my HireRight reports are initiated, and I get some reports back as quickly as 7 seconds. It's pretty incredible. Then they pop right into that driver's profile in Double Nickel.” **– Brad Hackett**

With HireRight and Double Nickel's partnership, Jett Express can hire faster, save time and money, and deliver transparent experiences for both recruiters and drivers. This proved to be extremely valuable, especially with how competitive the job market is for qualified drivers.

Summary

With the help of HireRight's one-stop-shop for background screens and support plus Double Nickel's custom automations, Jett Express was able to directly **minimize pesky administrative tasks, completely unify screening and drug testing, and increase confidence in hires.**

Find out more about HireRight's integration on <https://www.hireright.com/partners/double-nickel>

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