HIRE RIGHT®

Driving Hiring Efficiency Through HireRight's Workday Integration and User Management Automation

workday. | Certified Integration workday | Innovation Partner workday

petco

Overview

Since 1965, Petco has been trailblazing new standards in pet care, delivering comprehensive wellness solutions through its products and services, creating communities that deepen the pet-parent bond. Petco operates **more than 1,500 pet care centers** around the United States, Mexico, and Puerto Rico, including a growing network of **more than 100 in-store veterinary hospitals**, and offers a complete online resource for pet health and wellness.

Petco currently operates with **29,000 employees** across the U.S. and **annually hires over 25,000 individuals** for its two distinct lines of business, retail operations and a medical and veterinary segment, each operating quite differently from the other and with different screening requirements. These divisions possess unique hiring requirements, with **more than 15 different background screening packages** needed to adequately address the positions they fill across all business units.

Challenge

Due to Petco's recruitment team not being large enough to efficiently handle their high-volume hiring needs centrally, they depend on **around 500 hiring managers** in the field to conduct their own recruiting and hiring tasks, including background screening.

These hiring managers were tasked with selecting the right screening package for each candidate's role, which was difficult given the number of packages used companywide. They then had to contact the talent acquisition team for them to initiate a candidate background screening, requiring them to manually upload each candidate's information to both HireRight and Workday.

Petco needed a solution to automate these labor-intensive manual uploads to both systems, which were time consuming and resulting in prolonged hiring processes.

Key Benefits

Quick and easy to create, modify, and delete HireRight user accounts via HireRight's User Sync

Reduced time to hire by an average of three days

June 2023-May 2024 vs. June 2022-May 2023

Removed **one and half full-time employees' worth of work** through efficiencies gained

Getting It Right for Candidates and Hiring Managers

Integrating HireRight and Workday

The first step was to integrate HireRight with Workday, which provided several benefits to both Petco's candidates and hiring managers.

From a candidate perspective, as soon as a candidate accepts their job offer in Workday, their background screening consent form is automatically launched, helping to get the screening process started sooner and reduce the time to hire. Also, the integration helps to reduce the need for duplicate data entry from the candidate's job application to their screening forms.

For Petco's hiring managers, HireRight's Workday integration allows them to request candidate background checks directly from within Workday. Additionally, they no longer need to manually identify the screening package required for each candidate, as this information is automatically assigned based on the job code within Workday. Lastly, the hiring managers can view important background screening information, such as the progress of background checks and their completion statuses, from the screening tab within Workday, saving them from having to separately log into HireRight's system.

Utilizing User Management Automation

Following the integration, Petco needed to find a way to control—and regularly update—which employees had HireRight user accounts and were permitted to request candidate background checks and view screening results. For example, somebody working in employee relations may have full access to all screening requests and results, but a hiring manager may only have permission to launch background checks and see status updates for their candidates.

The User Sync feature in HireRight's Workday integration provides Petco with a more automated approach to user management, allowing them to utilize a daily integration to upload a spreadsheet containing the required information to manage their HireRight user accounts.

Once uploaded, HireRight processes the file, facilitating the creation, modification, and deletion of HireRight user accounts as needed. This file has the permission levels for each role programmed in based on a job matrix, meaning that when new users are added, their permission settings within the HireRight system are automatically assigned. The process typically takes place within one working day, so new users can be activated on their first day and if somebody leaves Petco or switches roles, their account can be deactivated quickly.

> *"I would highly recommend HireRight's User Sync feature—especially since we have around 500 users that may need to be able to initiate background checks and move candidates forward in Workday. Many HR professionals today are being asked to find efficiencies and to do more with less, and the User Sync feature in HireRight's Workday integration is a prime example of an area where automation in the background screening process can free up resources for a talent acquisition team."*

Mark Livingston
Senior Talent Acquisitions Systems Analyst at Petco

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Summary

Through HireRight's Workday integration, Petco was able to streamline its background screening process, empowering their hiring managers to request candidate background checks themselves from within Workday—while also taking away the need for them to individually identify the appropriate screening package for each role.

Then, by utilizing HireRight's User Sync feature, Petco was able to significantly reduce the amount of time spent on managing user roles and statuses for the HireRight system, eliminating the need for dedicated individuals to manually perform this administrative task.

Petco is using User Sync across all 1,500 retail locations in North America, and due to the efficiencies gained, is considering expanding its usage to its international locations.

Find out more about HireRight's Workday integration on **https://www.hireright.com/partners/workday**.