

Customer Case Study

Background

lorien

Lorien plc, an IT resourcing and consulting company, provides businesses with contract and permanent recruitment services. It also provides research, training, engineering and print solutions. Founded in 1977, Lorien employs over 400 staff and has offices in London, Leeds, Manchester, Lichfield, Heathrow and Edinburgh. Lorien is listed on the Alternative Investment Market.



The Challenge

- 1 In 2006, a multi-national Times 100 listed company approached Lorien with a request to fill a contract role to work . At about the same time, a candidate that matched the job specification perfectly submitted an application to Lorien. Having run the usual passport checks to verify the candidate's identity and resolve any issues with their work permit, Lorien found nothing untoward and placed the worker in employment with the new client.
- 2 Despite being sent timesheets by the contractor for work undertaken, it turned out that both the company and the employee were fictitious. Lorien had been the victim of an identity scam, resulting in the payment of invoices for a bogus person at a bogus client site.
- 3 Having involved police with regard to the scam, and subsequently discovering that other companies had been victim to similar scams (not the same contractor name or company but the same scenario), the police, having checked the passport advised that the passport was authentic – there were no visible signs to indicate this to the naked eye.
- 4 Following the incident, Lorien realised that it needed to reassess its identity verification processes. The company needed a solid identity verification system in place to ensure that this kind of scam never happened again. In addition, compliance with employment regulations on screening potential clients and staff had become a critical part of Lorien's business plan.

The Solution

Lorien invited 192.com Business Services to its offices to demonstrate how its system could improve the passport checking procedures. The fraudulent employee's passport that had caused the problem initially was used as an example. When cross-referenced using the data sources in 192 Prove-ID, it was instantly recognised as fraudulent.

“ Our business relies on speedy checking of candidates on behalf of our Clients, so we can not afford for any mistakes to hold us up. ”

Jackie Ellison
Operations Director, Lorien

The Solution Continued...

In addition, 192.com Business Services offered access to global directories, voter databases and dates of birth. As a result, Lorien was able to quickly and efficiently check a wide range of candidate details.

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Using the Prove-ID solution from 192.com Business Services has really improved our ID checking system. Having to check one in ten European passports and every non-European passport can slow down our business, but this system has definitely sped up the process.

The financial investment in the service was definitely worthwhile. The incident we encountered was costly but we won't have to worry about it happening again. The overall result 192.com Business Services has achieved has been extremely impressive and we will be looking into additional products we can bring on board in the future.

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Jackie Ellison
Operations Director, Lorien

To find out more

Call our team on **+ 44 (0)20 7909 2192**

Learn more at **www.192business.com**

E-mail us your questions at **retail@192.com**