

CASE STUDY: STNet, Motorola & Fresh Haystack

Project: As the prime contractor and integrator for Motorola on a major implementation for Immigration and Customs Enforcement (ICE) Detention Removal Operations program, STNet needed a way to track contractor submissions for EOD (Entrance on Duty) and Badging so they could get their staff onboarded and begin serving their new Government customer.

Key Drivers / Services: Transparency in the process allowed the Program Manager and COTR to see the status of applicants in the system; this helped them manage their pipeline. The Program Manager could easily track the status and performance of subcontractors. All required documentation was completed and approved within the system eliminating rejections from the Government.

THE NUMBERS

- 45% reduction in EOD wait time directly correlated to project schedule performance and increased revenues.
- 75% reduction in man hours necessary to manage the submission and security process
- Virtually eliminated rejections from the ICE personnel security office for incomplete documentation

COMPANY DATA

Privately Held Small Business
National Capital Region Headquarters

ABOUT CANDA Solutions

CANDA provides Enterprise Personnel Risk Management software that enables efficient and compliant Industrial Security processing. Our public and private sector work experience positions us to support the missions of the Warfighter, the National Security workforce, and Corporate entities.

RAPID RETURN ON INVESTMENT

It was quickly apparent to the STNet Program Manager that a better solution for personnel submissions and tracking was needed. The PM's initial needs; "...transparent, quick, fast and inexpensive way to onboard candidates." Fresh Haystack was operational on STNet's network within the month and was ready to process cases.

BENEFITS

- *Compliance & Tracking*
- *SLA-based Workflows*
- *DSS Audit Readiness*
- *Role-based Dashboards*
- *Notifications & Escalations*
- *Reporting & Metrics*
- *SCI/Collateral/Public Trust*
- *Facilities/Contracts/Personnel*
- *Incoming & Outgoing Visit Requests*
- *Documents/Containers Drawers/Locks*
- *Applicant Portal & PreScreens*
- *Integrations out-of-the-box*
- *Cloud-based or on-premise*
- *Flexible Licensing Model*



ENTERPRISE INDUSTRIAL SECURITY

FROM COMPLIANCE TO INTEGRATION

Fresh Haystack helped STNet standardize its process for accepting applicants, issuing contingent offer letters, collecting and submitting security and contract documentation and tracking the progress of these; sharing the information with the applicants, project personnel, the Government and internal business stakeholders. The effect on the project was immediate according to the **PM, Mr. Jimmy Fitch**, *“My management was very excited to see the progress unfold. The project’s metrics and reports kept getting better and better; the Government began to notice.”* **Sushila Kapour, STNet’s President** said, *“I asked if we could integrate into other areas of our company.”* The team looked at fulfilling the recruitment and on-boarding processes as well as pre-screening applicants based on known suitability factors. *“We could tell if a job applicant would meet the suitability factors of our target agency customers, which cut our recruiting costs”,* said Kapour.

COMPLIANCE & CONTINUOUS IMPROVEMENT

Early in the relationship, compliance ceased being the driving factor and efficiency took over. *“In a short time, we came to the understanding that to have more efficient processes we had to use the system to enable our processes. For us it was the way to apply current industry best practice to augment our competitive advantage,”* said **Fitch**. STNet understood that they could use this system to push efficiency and quality initiatives further to support gaining certifications such as ISO9001.

PRE-HIRE INVESTIGATIONS & ONBOARDING

Fresh Haystack helps companies with their vetting processes for new hires. It tremendously speeds up contract onboarding with steps such as researching credit histories, arrest record, police contacts, fingerprint checks, citizenship verification, alerts and notifications, workflows, intelligent routing, reporting and metrics.

GIVE YOUR SECURITY TEAM THE BEST TOOLS IN THE GAME

Fresh Haystack has built-in security and audit capabilities that enable customer centric background investigation configurable workflows, quality management and reporting while delivering an immediate impact on screening costs, electronic filing, quality and effectiveness.

GAIN TOP-LINE REVENUE, REDUCE BENCH-TIME, AND MAXIMIZE CLASSIFIED POSITION PROFITABILITY

SPEED - ACCURACY - CONVENIENCE

Instant Velocity with a Fresh Approach