



Swift-Screen

Empowered Validation



# About DigiLog

DigiLog UK Ltd is the world's leading provider of integrated risk-reduction solutions for validating integrity within conversation-based transactions such as Applications, Claims and Customer Disputed Transactions. We call this approach the Advanced Validation Solution (AVS). AVS is designed to handle large volumes of cases efficiently and effectively whilst being as customer friendly as possible. The AVS process designed for Recruitment and Absence Management purposes is known as 'Swift-Screen'.

DigiLog's Management Team have between them years of professional experience in the areas of Risk Management, Information Validation, Voice Risk Analysis Technology, Business Process Enhancement, Training and Customer Service.

We currently count Highway, Provident Insurance, eSure and many Local Authorities among our growing portfolio of clients.

A strategic partnership formed between DigiLog and Capita Plc has seen the use of different AVS variants grow tremendously - in both the public and commercial sectors. Enormous breakthroughs have been achieved in working with local authorities around the UK, where AVS has been implemented to process and validate a variety of key business activities more effectively.

Our specialist expertise and knowledge combines with Capita's scalability and innovative service provision, complementing and expanding DigiLog's current capabilities in Consultancy, Training, Technical Support and Risk Management.



Advanced

Validation

Solutions

## Swift-Screen Validation

### Do you really know who is working for you?

Each year, employers engage a plethora of people in their workplaces, including new and temporary staff, consultants and sub-contract workers. Further, existing staff move to new positions where roles and responsibilities can vary immensely. The common factor linking all of the above is the potential for each to present high levels of risk for recruiters and employers alike. Without going to time-consuming and costly lengths, how can you be sure that these people are who they say they are?

Looking at the risks associated with CV fraud alone, research shows:

- More than 50% of CVs submitted for job applications contain inaccuracies
- 57% of people think it is acceptable to tell lies when applying for a job
- 17% of job applicants within the financial services sector are prepared to tell lies on their CV
- 86% of employers suspect that CVs and application forms they receive are not completely truthful

When crisis situations emerge, the consequences for recruiters, HR departments and the businesses themselves can range from damaged reputation to serious criminal liability.

For these reasons, validating identity integrity and quality of candidates is becoming a central issue for managing risk in recruitment, particularly for employers in Financial Services, the Security Sector, Government, Health, Social Services and Childcare / Educational Services. In many of these environments, the risk of employing people with criminal intent or falsified qualifications, not only presents risk to your information, finances, customers or reputation, but also to the vulnerable - such as the sick, the elderly and of course, the young. Further, an increasingly diverse range of regulatory, security and compliance issues sits alongside bottom-line business challenges such as staff turnover, cost of recruitment

and business efficiency.

Whether you need to verify the integrity of an applicant or screen out large numbers of applicants who have little or no desire to stay with you beyond picking up pocket money required for their next extended vacation, the current economic downturn dictates that the need for accurate validation of new recruits and other staff has never been more timely.

### Can we use AVS to help with our absence management?

As has been widely reported during 2008, the power and all round insight of AVS is now available to identify, manage and deter questionable sickness reporting. Further, by adding AVS into your toolkit, you can now focus your occupational health resources on those cases that will benefit the most.

With bespoke scripting and a user friendly operator interface, we enable incredibly focused, informative and real-time risk assessment of the subject's answers to our pertinent and powerful questions. Within seconds you will have incredible insight into which of the subject's answers are most likely true or otherwise exhibit specific, relevant risk and from there, you can take immediate and sensible business decisions in order to address those specifics in a manner previously unheard of.

### Turning Risks into Business Benefits

By focusing on risk within recruitment, organisations can prevent negative and damaging situations from occurring, whilst improving business performance and efficiency.

Would it be advantageous for any business to minimise its staff turnover by screening and validating candidates at a very early stage? We are sure that the answer must be a resounding 'YES!'. From efficiency and accuracy to fairness and security, DigjLog's AVS 'Swift-Screen' method represents a route to turn the most common recruitment risks into significant commercial benefits.

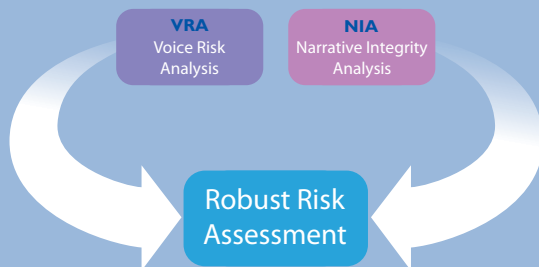
*Maximising the effective relationship between our services and your internal operation, is a key ingredient of success.*

# DigiLog's Solution

## Introduction

DigiLog's proven Advanced Validation Solution (AVS) is able to focus in on - and instantly assess risk in – the very heart of the issue, i.e. what a candidate actually tells you in answer to your vitally important interview questions.

AVS 'Swift-Screen', specifically designed for recruitment, is a powerful, highly intelligent solution that utilises technology and skills-based techniques to help identify risk factors in both telephone and face to face conversations. This represents a huge leap forward in risk identification and presents fast and efficient screening and validation opportunities that simply did not exist previously.



## A Dual Approach

DigiLog's AVS is revolutionary in combining powerful Behavioural Analysis Techniques, known as Narrative Integrity Analysis, with the most sophisticated Voice Risk Analyser Technology on the market, enabling fast and accurate validation of the genuine.

This dual approach ensures that the subjectivity of an interviewer's opinion in critical decision making is both underpinned and robust.

## Swift-Screen

The primary objective of DigiLog's Swift-Screen is to identify genuine candidates swiftly and in real time by enabling interviewers to accurately assess risk in statements as they are actually made.

Candidates assessed as having little or no relevant risk can subsequently be processed with far greater confidence and speed. For those that indicate risk issues of note, intelligent business decisions can be applied in order to ensure that such issues are addressed with focus, intelligence and necessary professionalism.

## Key Benefits

### Confident, Efficient Recruitment

Empowering your recruitment staff with DigiLog's Swift-Screen will deliver a level of scientific intelligence and real-time insight into your recruitment and staffing activities never before available. Our experience with clients has shown that key business decisions are far more accurate and can be taken with very high levels of confidence.

### Business Stakeholders

Your customers, shareholders, executives and fellow staff members can all be re-assured that you are embracing the most powerful, cutting edge screening and validation process available whilst vastly reducing exposure to financial and reputational risks.

### Risk Avoidance

DigiLog's Swift-Screen aims to prevent the wrong people walking into your workplace as a result of ineffectual (and usually costly) risk screening processes. Avoiding the damage and the expense associated with employing those that lack integrity, use false identities, false promises and fake qualifications to obtain work with you is surely something your organisation should be considering.

## Voice Risk Analysis

The ground-breaking Nemesysco Voice Risk Analysis (VRA) technology at the heart of DigiLog's solution uses a number of highly innovative algorithms to produce a powerful computerised analysis of risk in speech flow .

These identified risks not only reveal signposts to truth but also deception, uncertainty and inaccuracy.

When undergoing an interview, the pre-existing emotional profile of each individual person can vary considerably. This is always measured and taken into account before a VRA evaluation is applied, ensuring that every analysis is tailored to accommodate the individual candidate's unique set of circumstances at the specific time their interview is assessed.

## Narrative Integrity Analysis

DigiLog has carefully researched, tested and proven its Narrative Integrity Analysis (NIA) techniques, designed for deployment in tandem with VRA technology.

Fundamental to NIA are a number of highly intelligent techniques embedded within the AVS process including:

- Advanced Questioning Techniques
- Enhanced Cognitive Interviewing
- Conversation Management Skills
- Applied Psychology

As a result, we have identified over 30 tried, tested and highly powerful signposts to truth and deception that regularly occur within speech. These are easily captured within the Swift-Screen process in order to make life simple for the interviewer and generate highly reliable risk assessments.



# Business Benefits

## Business Benefit

## Result

### Reduced Risk in Candidate Screening and Selection

- Powerful insight into risk issues obtained in real time
- Swift-screen method identifies low-risk candidates immediately for both Pre and Post Employment
- Proven and sustained ability to identify misrepresentation in applications, far beyond results achieved by other known techniques

### Absence Management

- Utilise the all round insight provided by AVS to identify, manage and deter questionable sickness reporting.

### Reduced Operating Expenses

- Immense costs savings by switching to telephone based pre-employment screening
- Proven reductions of more than 50% in case processing times
- Focus your post interview validation on real risks, saving time and money

### Reduced Staff Turnover

- Fed up with replacing the people you recently recruited? AVS will assist you in identifying those candidate's who misrepresent their future intentions.
- Enhance the quality of recruit selection by recruiting those that really have achieved what it says on their CV

### Improved Staff Motivation

- Greatly enhance the interview skills of your selection personnel
- Empowering key recruitment decisions with AVS will deliver a significant boost to the confidence and stimulation of your staff

### Better Management Information

- Delivering a new level of insight on critical risk factors across recruitment activities
- Enhancing business awareness of candidate base behaviour

### Business Transformation

- Non-invasive, logical and highly professional approach
- Business Process Improvement - creating streamlined and efficient operations, that really do benefit both your organisation and its key stakeholders

\*Defeat rates will vary according to client and deployment type

# Our Services

DigiLog's AVS is so much more than a mere product. It is a dynamic solution carefully designed and tailored to meet your business needs, accompanied by service excellence and geared to deliver substantial returns on investment.

Drawing from our considerable experience in implementing solutions for many leading organisations, both at home and internationally, AVS embraces all critical components of successful delivery, including: Project Design and Management, Training, Mentoring, Technical Integration, Support and Business Process Enhancement.

Implementing any new solution should always be challenging but never daunting. You can be sure that DigiLog has the necessary knowledge and expertise to help you achieve your goals swiftly and efficiently.



# Business Relationship

**Relationship** At DigiLog, we are committed to building a mutually beneficial long-term relationship via our philosophy of taking a proactive approach in relationship management. Our principal objective is to maximise the effective relationship between our solutions, whether outsourced or in-house, and our clients' internal operations. We constantly seek ways to positively impact on AVS performance and the working practices of our clients.

**Service Excellence** As a provider of cutting-edge, customer-facing solutions, we are fully committed to providing the best possible customer experience complemented by market leading service levels. Technology and Process Support to our customers is focused, flexible and informed and is available by phone, online or on-site.

**Experience** Members of our Management Team have extensive experience and deep insight into the issues that affect your industry, in addition to years of invaluable experience in designing and deploying a wide variety of highly successful AVS processes. This enables you to have confidence in our ability to deliver the desired solution right from the outset.

## Testimonials

### ChalkFace Recruitment Ltd

"A major part of our recruitment challenge is to provide evidence to hiring managers that we have done all we can to minimise the risks associated with hiring staff for environments where many of the service users - often children and the elderly - are particularly vulnerable. Working with these groups requires both the right motivation and relevant experience. AVS is a tool that can help us to screen out applicants who are not the right fit for these jobs, have an inappropriate history, or in the worst cases, are deliberately looking to infiltrate the world of care for other purposes".

Tim Wood - Managing Director, ChalkFace Recruitment Ltd.

### UK Government

"This positive and encouraging news from the pilots shows that this technology is helping to combat benefit fraud. It is also making it quicker and easier to review claims, especially for those people who are genuinely entitled to benefits,"

James Plaskitt MP, Anti-fraud Minister

### Highway Insurance

"We have found that not only does the solution (AVS) do an excellent job in identifying risk within claims, but that the underlying message is getting through that claims fraud is much more difficult to get away with when processes such as this are in place. We have seen the benefits of using the process across the board ....."

Peter Gallagher, Highway Claims Director

### Coventry City Council

"AVS has delivered real benefits for Coventry City Council and our customers. Not only are we now able to pay genuine claims much quicker, we are also safeguarding funds by ensuring that higher levels of fraud are identified accurately and efficiently before claims enter payment. In addition, we have found that our customers are very happy with the process and our staff enjoy the additional skills and working with such a ground breaking process."

Leslie Dunn, Benefits Manager, Coventry City Council

### Provident Insurance

"With DigiLog, we have seen an enormous increase in fraud savings coupled to a massive reduction in the number of complaints in the days pre AVS. Another benefit is that the AVS styled questions help our genuine customers to provide much more accurate information, helping us to improve the overall efficiency of our processing. AVS is helping us to fast track genuine claims to settlement – often 50% faster than before."

Adrian Furness, Provident Insurance Claims Director



Advanced  
Validation  
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