

Automating manual hiring process at Pacific Western Transportation



Employees:

Over 5000



Founded:

1957



Office Locations:

Alberta, British Columbia, Nova Scotia,
Ontario, Saskatchewan, Yukon

Pacific Western Transportation (PWT) is the largest privately-owned people transportation company in Canada. PWT offers comprehensive transportation services and solutions across the country.

**PACIFIC
WESTERN**

GROUP OF COMPANIES

safely
home





Automating manual process with Certn.

Certn is proud to help PWT meet their mission to “exceed customer expectations by employing talented people who share in the dedication of a company committed to Safety and Service”. We sat down with Darren Phelps, Director, HR and Training, at PWT to learn more about their hiring practices.

PWT believes that their people are their greatest asset - after all, their qualified employees are the ones safely transporting passengers to where they need to be. PWT has a centralized recruitment department that hires candidates across Canada, and one of their pain points was getting checks done quickly and accurately. This was previously done manually - with hard copy paper applications.

As PWT needed to seamlessly request and track background checks, and verify identities, Certn stepped in to provide an automated process instead. Certn's proprietary platform and identity verification tool helped both recruiters and candidates perform the entire screening process digitally, without needing to wait for paper applications or in-person verifications.

\$6.3B

lost annually from
occupational fraud

34%

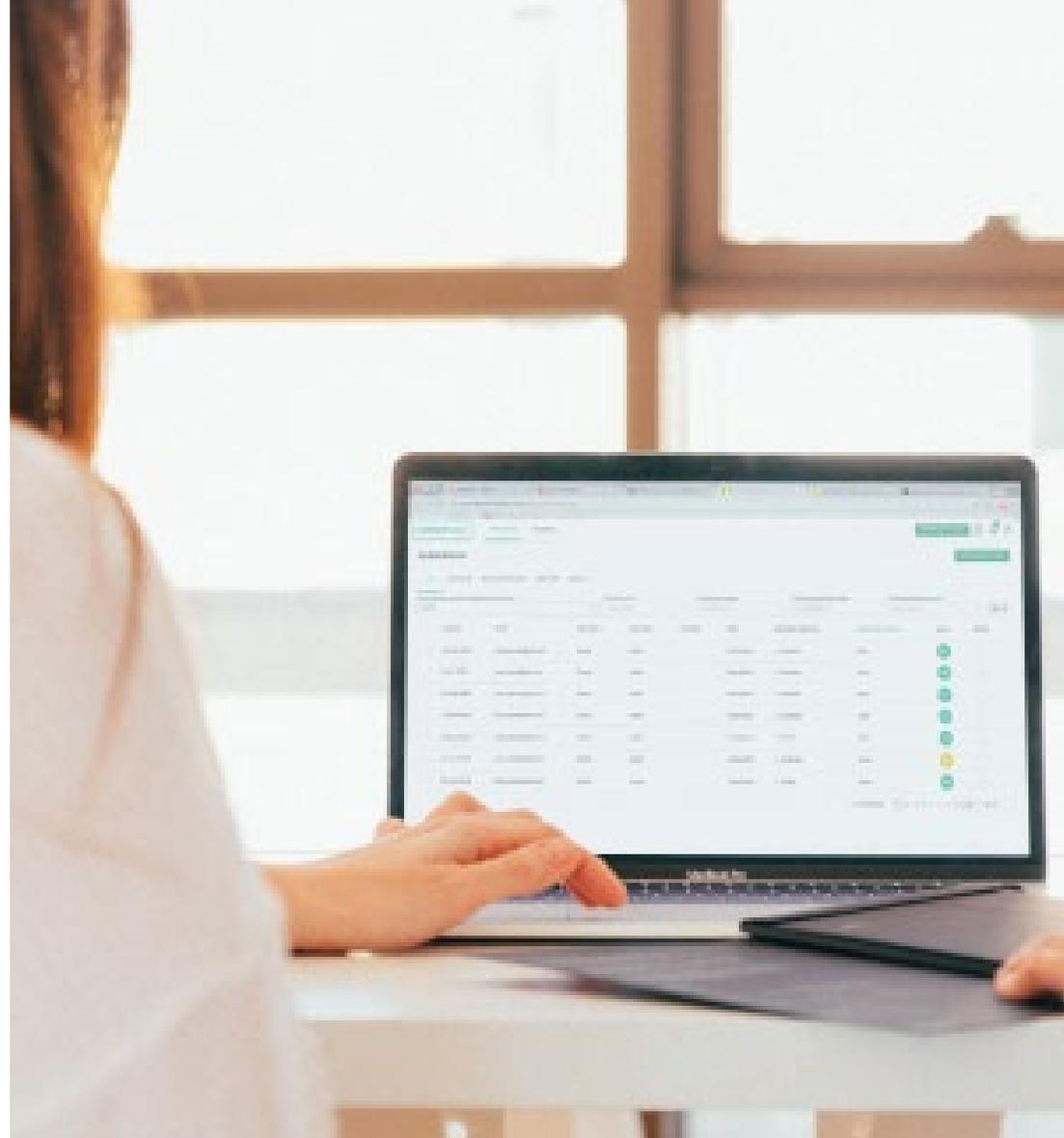
of all applications
contain false info

15.4M

Identity fraud cases
each year

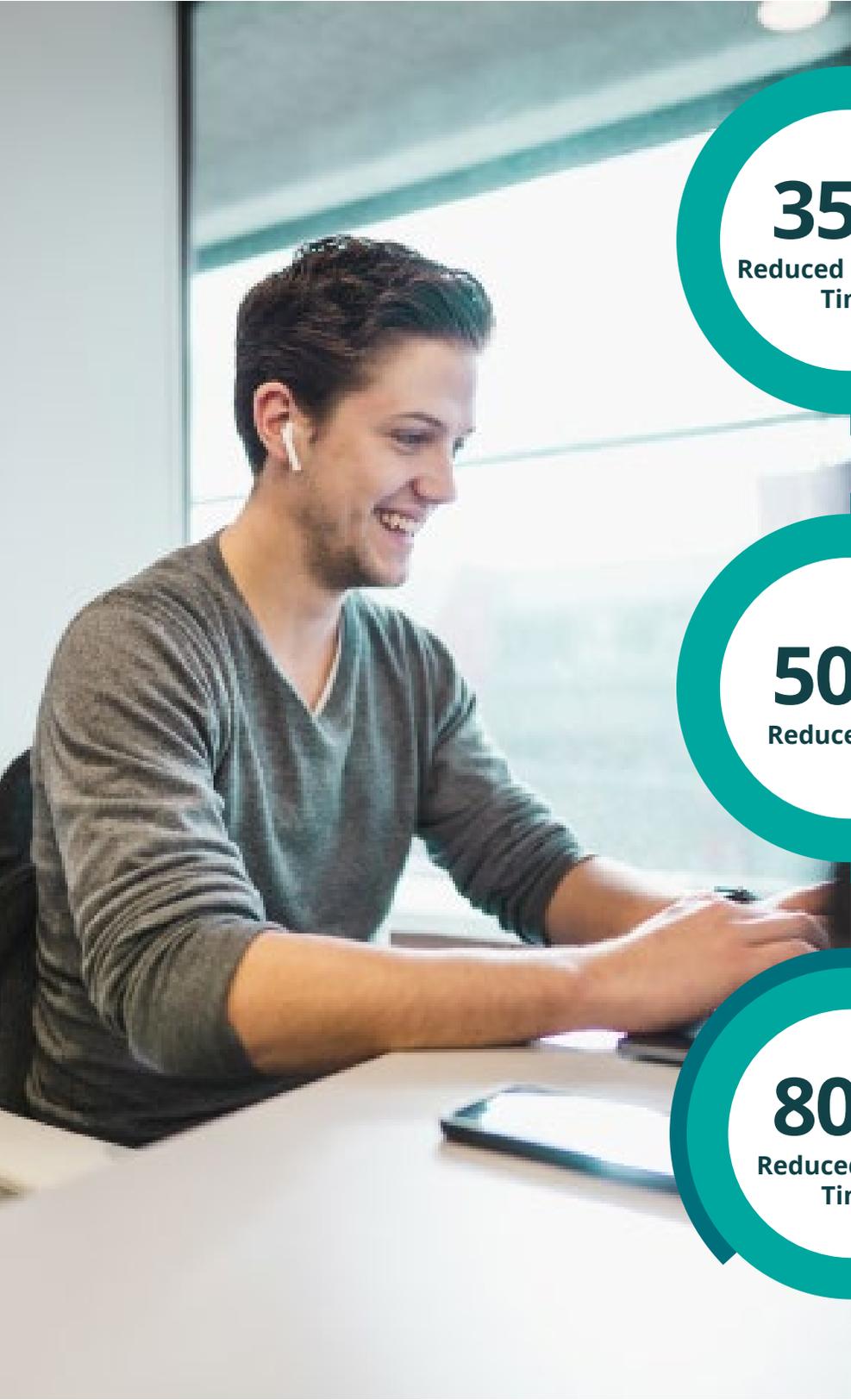
Keeping background screening friendly.

Background screening can be an uncomfortable process for the candidate. With that in mind, PWT strove to ensure that their candidate experience delivered satisfied employees. In addition to completing their checks on any device, candidates also found the pre-set screening questions to be more friendly - making the entire process more comfortable without compromising on accuracy and comprehensiveness.



“The ease of use for both the recruiter and candidates definitely cuts down on the follow-up time - from days to within the hour”

- Darren Phelps.



Spending time where it matters most.

With Certn's platform in place, PWT's recruiters can now spend more time towards recruiting candidates instead of focusing on administrative tasks.