

Helping Fantuan serve millions with trusted contractors

With 20,000 partners across 40 cities, Fantuan is the largest Asian food delivery service in North America, Australia, and the United Kingdom. Fantuan works in a competitive environment in which they're fighting for the attention and retention of independent contractors. Fantuan relies on 17,000 drivers to fulfill orders for their 2 million customers. We sat down with Fantuan's Operational Manager, James, to understand why Fantuan trusts Certn to provide reliable background checks.

400+

 Company Size

17,000

 Contractors

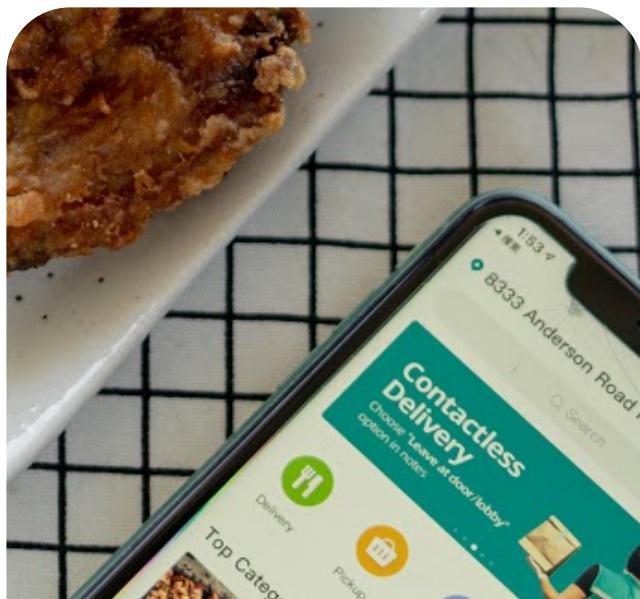
6,000

 Checks Per Year

Gig

 Industry





James Chan

Operations Manager, Fantuan

James oversees the onboarding of contract workers at Fantuan. With 2 million (and growing) customers globally, James is responsible for ensuring Fantuan is equipped with the appropriate amount of contractors to fulfill their delivery needs. On top of that, it's essential that Fantuan's partners and customers feel safe while using their food delivery service.

"We must be mindful about who we welcome to our fleet. We are responsible for caring for our customers." That's where background checks come in.

Situation

Need to obtain quality contractors with a quick and easy onboarding process.

Previously Fantuan was using a competing background check provider that couldn't give the accuracy, turnaround times, or user experience they needed. But once Fantuan started using Certn, they realized the Certn platform features even more benefits than just what they choose it for.



"Efficiency is the most important feature to us. Time is money in our industry. The faster we can get a result on the background check, the sooner we can onboard the driver and have them working. And Certn's platform efficiencies help us do that."

James Chan
Operations Manager, Fantuan

Before Certn:



Slow Turnaround Times



Poor UX



Unreliable Results



Expensive

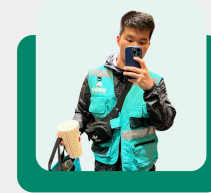




Certn + Fantuan

Reduced operational costs with borderless screening.

Prior to Certn, if Fantuan wanted to expand its operations and start onboarding drivers in new jurisdictions, they had to hire an operational employee in that area. With Certn, Fantuan can easily run background checks globally without the added cost of more employees.



James Chan
Operational Manager, Fantuan

“We saved on staff needed for the hiring process. Before, we needed local staff to carry out background checks for an individual. Now with Certn, we can have one person doing checks for multiple regions, and it’s all connected through one dashboard.”

Certn + Fantuan

Efficiency in a dynamic industry.

Certn's easy-to-use platform and fast turnaround times allow Fantuan to adapt to its fast-paced industry. Backlogged background checks could make them lose their contractor to a competing gig company. Fantuan needs to know that the check will be returned quickly, and Certn delivers this.



"Certn is very easy to use, and the fast results help us deal with our dynamic industry. Even if we have a spike in demand for drivers, we can still cover the discrepancy relatively quickly because of how fast and efficient Certn is."



James Chan
Operations Manager at Fantuan





Certn + Fantuan

Accuracy and Speed shouldn't cost a premium.

Fantuan left their previous provider because it was expensive, difficult to use, and they were receiving inaccurate results. When evaluating alternatives, James tested Certn himself and was immediately impressed by the cost and secureness of the process.

“Certn offered the best price, and it's a huge leap from our previous solution. Our previous solutions interface for admins and users was ‘old school,’ with a larger price tag. Plus, the secure process and accuracy in the results give us confidence in the information we receive. So, we definitely found a better deal and user experience with Certn.”



James Chan
Operations Manager at Fantuan



With Certn:

Faster Turnaround
Times



Better User Experience



Accuracy & Confidence



Cost Savings



If you're evaluating Certn, here's what James wants you to know...



"Consider how much time you'll save and how more efficient your business would be using Certn. The turnaround times are really fast, and the results are always accurate. I think it's the best thing you can do for your business."

James Chan

Operations Manager at Fantuan

**Onboard contractors faster with
better background checks.**

[Book a Demo](#)