

# Phase Eight

“Phase Eight leverages Employee-Check to automate reference checking and boost return rates on completed references.”



**employee-check**

## About Phase Eight

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Employee-Check is a complete online candidate referencing platform. Employee-Check takes the hard work out of reference checking by automating the entire process. All reference checking requirements and forms are customisable within the system. Employee-Check reduces administrative overhead while significantly increasing the number of references that are completed and returned.

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Phase Eight is a well established and successful, sophisticated women's clothing brand. Their customers appreciate original design, luxury fabrics and high quality finishing combined with practicality, competitive pricing and outstanding customer service across all of the channels. Phase Eight operates in over 300 outlets in the UK with massive expansion internationally including outlets in Dubai, Switzerland, Sweden and Germany.

## Challenges

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Before using Employee-Check, Phase Eight's reference checking process was very time consuming and the return rate on completed references was extremely low. The recruitment manager had to manually obtain referees' postal addresses at the job offer stage, which often proved to be incorrect. The whole system involved a lot of chasing, everything was done manually and there was no credible tracking system in place. Phase Eight needed to find a way to automate and manage their process.

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## Solution

Using Employee-Check, Phase Eight receive references straight to their inbox, with no follow ups required. Employee-Check's user friendly system sends automated reminders to referees and employees at the frequency as determined by Phase Eight. As a result, the response time of referees has improved dramatically.

Previously Phase Eight rarely received references back prior to the employee's start date, now the majority come in before the new employee begins employment.

Employee-Check helps streamline Phase Eight's reference checking process by providing a complete end to end solution. With Employee-Check, Phase Eight have been able to fully create and customise reference checking to fit their needs.

## Results

Employee-Check has significantly decreased the time Phase Eight spends chasing employees for references. The referencing process is now organised, guaranteeing that references are received promptly, a huge transformation from the old manual process.

**Phase Eight now spends 80% less time checking references**

Reference time turnaround has greatly improved. Considerably less time (and therefore cost) is spent chasing employees for references.

Implementing Employee-Check has allowed Phase Eight to increase the efficiency in their reference checking process while ensuring that references are no longer delayed or lost in the post.