

EyeDetect Helps Private Security Company Control Risk

“We recommend EyeDetect 100% as a tool for the recruitment and selection process of any company that is really committed to a quality human resources dept. Action Security has had great results. We’re very pleased to have lowered employee turnover and decreased the incidents among staff — thus able to guarantee better service to our customers.”

Francisco Lasso



BACKGROUND

[Action Security](#) of Panama is a private security and surveillance company. It specializes in physical, maritime, canine and electronic security for residential, commercial, industrial, maritime, construction, government, financial and real estate sectors.

To screen job candidates or conduct routine evaluations of current employees, Action Security used drug and psychological tests, researched criminal records, as well as other tactics.



CHALLENGE

High staff turnover and low trustworthiness of new hires motivated Action Security to look for new employee background screening tools. Plus, it took more than a week to process each job applicant. There was also concern that the recruitment process was potentially biased by the subjectivity of a recruiter's interview. Action Security knew it needed an objective screening method for all applicants.

EYEDTECT IMPLEMENTED

Action Security implemented EyeDetect in September 2020 “because it’s a business technology that quickly provides accurate results. Additionally, it’s noninvasive — putting applicants at ease during the test,” said Action Security Operations Manager Francisco Lasso.

“In addition, EyeDetect is very user-friendly, easy to understand, and practical,” he added.

Today, all job applicants in Action Security undergo an EyeDetect test. Those who do not pass the test are not hired. The company has found that all job applicants have been fully willing to cooperate with the test.

“As a hiring tool, we’ve found EyeDetect to be a very fast and highly reliable test,” Lasso said.

RESULTS

Action Security says investing in EyeDetect has helped the company manage risk. The company has removed some untrustworthy people from its ranks and recruited new employees via its new hiring process, which now includes the EyeDetect test.

Recently, Action Security considered hiring a person from another security company. However, she had a negative reference from a past job. Hiring managers felt that maybe the bad reference wasn’t justified. Perhaps it was simply because some deemed her personality “over the top” at times. Days later, the company learned from its HR advisor that she failed the EyeDetect test. In this instance, the results confirmed the negative work reference. Action Security concluded EyeDetect is an integral, complementary tool for screening job candidates.

“EyeDetect is a very important tool in the hiring process because it objectively evaluates recruits,” Lasso said.

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