

CASE STUDY

VENDOR SCREENING PROGRAM

Vendor Screening

55,000 employees worldwide

Forbes Top 20

Global Conglomerate

One of largest private telecom companies in America, serving approximately 6 million residences and businesses

CHALLENGE

Standardize and centralize a corporate vendor screening program spanning several operating companies and vendors. Develop a comprehensive program from onboarding and contract compliance through badge clearances.

- Consult on program creation
- Onboard vendors from all sectors of the industry: professional services, utility, software development, transportation, sales, janitorial, food service, etc.
- Provide support at varying levels of connectivity and tech-savviness
- Ensure that contractor badges are issued only after successful completion of a background check and drug test

SOLUTION

- Working side-by-side with Human Resources, InfoMart gathered feedback from stakeholders in security, supply chain, and legal and crafted a corporate framework for vendor screening.
- Tailored each program to meet the objectives and the vendor community of each operating company
- Created online registration process to streamline vendor onboarding
- Provided custom training materials that cover both InfoMart's processes and the client's screening program objectives
- Created dashboard for security team to use for audit when issuing contractor badges without revealing PII or screening details

OUTCOME



Customer's vendor screening program yielded a decrease in third-party security incidents



Customer saw an increase in vendor contract compliance