Our Story

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Our emerging story is about how a unique business group from Hong Kong, Indonesia and Canada have brought together a strong blend of human resources expertise and software development experience in international firms to develop a human resources services model that helps organizations improve people decisions with better information at key points along the employee life cycle. Our initial focus was on screening prospective employees and to conduct exit interviews to determine the real reasons employees leave versus what they tell the organization. The underpinning of this model was our knowledge that third party interviewers do better than the organization alone when interviewing references and exiting staff.

Like most businesses the vision of a single founder was sufficient to attract and bring together a strong founding group who can work internationally while providing outstanding services to local organizations. Our strong backgrounds in human resources, consulting, employee screening and interviewing, executive leadership positions and leading-edge software development has prepared us for the challenge of building strong customer focused product and service groups supported by customer-friendly user interfaces, secure systems and comprehensive human resource services and management reports that meet the needs of human resources groups, managers and executive decision-makers. We are experienced HR professionals who have worked in HR as management and generalist and who have been internal customers of HR and external and internal consultants from the HR group to the executive and board levels.

When we reviewed our product and services plan against the employee life cycle we identified gaps that weren't being filled by others in the Hong Kong market and that were serious needs for most organizations. It was clear that employee screening brings in better people and that good exit interviews identify things that need to be fixed inside the organization to stem the outflow of talent. What was missing was what to do about those who haven't left yet but who might have 'exited' mentally or who are about to.

We conducted our own research and interviews regarding resume exaggeration, document forging and the reporting of fraud, violence, abuse and harassment. We reviewed the best of the research on these issues both internationally and in Hong Kong. We determined that the potential costs and probability of a major fraud on an organization were to high to ignore. We found high percentages of young professionals who exaggerated their backgrounds and at rates that were startling when they admitted to doing this "a fair amount". These were generally honest people but who felt compelled to exaggerate just to get the interview. We knew that background screening much like a level table tennis table makes it fairer for all and easier for companies to identify and hire the right people.

Our research found studies of serious underreporting of abuse and harassment in the workplace and we know how serious an impact these issues have on workplace morale and turnover rates. We were familiar with the situations that forced the United States Congress to bring in the legislated requirement for publicly traded companies and their affiliates overseas to have compliance officers and/or employee hotlines to report accounting and auditing irregularities.

We decided to broaden our thinking to respond more broadly to the entire range of issues that employees know are harming the workplace or the organization but are afraid to report or don't know who to turn or who will listen, act and protect their confidentiality. We came up with a version of an employee tip line or hot line that can be customized to handle concerns and complaints for organizations that can run from the financial issues to workplace violence and harassment.

The second gap we identified dealt with calls about former employees for references. From our own experience in organizations, we knew the time and problems associated with these calls. We knew that many organizations are in fear of reprisal from former poor employees and prefer simply to confirm employment and positions held and say little more than that. From our experience in HR, we know the cases that lead to this kind of reference policy as some unknowing supervisor starts out saying little but ends up saying something like 'I know I shouldn't be saying this, but....'" only to find out that they were speaking to a private detective or some friend of the ex-employee who left under a cloud and wanted to know what his old organization would say about him or her so they set the company up. We knew references took time and for the company giving references there is little pay off but a lot of time involved in ensuring the right story is told and a policy breach doesn't occur. At the same time, we knew that the fears of organizations regarding ill-considered 'off the cuff' references for former employees were harming their former good employees from getting a fair reference and especially when it should be a good one. We also knew that it gives organizations a bad reputation with former staff and other organizations that can't get a decent reference for their prospective new hires. As former HR staff ourselves we have heard that same complaint.

We determined that this problem for companies could be filled at no cost to the organization being asked for a reference. We drew on our technology to build the system that allows companies using any of our services to complete a reference and submit it to our databank. The exiting employee would sign off that the information was correct and release their former employer and their agents from any legal actions as a result of this reference. Bad employees would simply get job confirmation and length of service, while good employees could have a letter on file and/or a completed strength index. When a prospective employer wants to get a reference they use the code provided to them by their job candidate and pay for access.