



Plains
Commerce
Bank

From Transactional to Transformational

The Plains Commerce Bank Story



The Background

For nearly a century, Plains Commerce Bank, a community-focused bank, has prided itself on fostering strong, local relationships. When clients choose Plains Commerce, they're choosing a partner that appreciates the community they're in, the businesses that make it up, and the people that drive it forward.

The Challenges

WITH THE PREVIOUS BACKGROUND CHECK PROVIDER

When faced with inefficiencies in their previous background screening process, Plains Commerce sought a partner who shared their values and commitment to personalized service.

Before making the switch, Plains Commerce Bank faced several hurdles that were affecting both their internal processes and their ability to provide the exceptional service they are known for:

1. **Manual Data Entry:** The team spent valuable time manually entering candidate data into the background check provider's website. This tedious process not only slowed down hiring but also took time away from strategic initiatives.

2. **Slow Turnaround Times:** The average turnaround for background checks was about a week, causing delays that impacted the candidate experience and hindered the bank's ability to quickly onboard new team members critical to serving their community.
3. **Lack of Communication and Status Updates:** With minimal visibility into the status of background checks, their team struggled to keep hiring managers and candidates informed. This lack of transparency created uncertainty and disrupted the smooth, relationship-focused experience Plains Commerce Bank aims to deliver.

These issues were not just operational challenges; they were roadblocks. The bank needed a solution that would not only **streamline their process** but also **align with their values of partnership and community support**.

After working with their Paycor contact, they found that partner in Mitratesch, a background check provider that integrated seamlessly within their Paycor ATS.



The Solution

Choosing Mitratesch wasn't just a decision based on features; it was a choice rooted in shared values and trust. Just as Mitratesch strives to treat clients as partners rather than transactions, Mitratesch's approach resonated with their commitment to personalized service. Here's how the switch transformed their hiring process:

Seamless Integration and Elimination of Manual Tasks

By integrating directly with Paycor Recruiting, Mitratesch automated the entire background check submission process. This eliminated the need for manual data entry, freeing up time for the HR team to focus on what they do best.

Enhanced Visibility and Communication

With a user-friendly dashboard providing real-time updates, the HR team at Plains Commerce Bank could easily track the progress of each background check. This level of transparency allowed them to keep both candidates and hiring managers informed, aligning with their commitment to open communication and strong partnerships.

Significantly Faster Turnaround Times

The turnaround time for background checks was reduced by 70%, dropping from one week to less than two days. This speed meant new hires could join the team sooner and keep their team fully staffed.

“

We're extremely happy. Mitratesch is a top-tier background check service!”

LANCE HUBERT

VP of HR Business Partners, *Plains Commerce Bank*





Quantifiable ROI

Since implementing Mitrtech's solution, Plains Commerce Bank has completed **over 600 background checks**, yielding substantial savings and efficiency gains:



\$20,000 in Direct Cost Savings

The lower costs of Mitrtech, combined with the elimination of manual administrative tasks, resulted in significant financial savings.



Time Efficiency and Strategic Focus

By streamlining the background check process, the HR team has been able to shift their focus from tedious data entry to more strategic activities that align with the bank's community-first mission.

Are you ready to elevate your background screening and streamline your hiring process?

We can help.



About Mitratesch

Mitratesch has a 35-year history as a leader in providing technology and services that empower organizations to manage risks, increase efficiency, control costs, and scale for the future.

On a mission to deliver cutting-edge legal and compliance solutions, Mitratesch partners with over 14,000 corporations worldwide to co-innovate the world's most intuitive, adaptable, and flexible platform. We help customers spend less time juggling multiple technology partners and avoid common point solution frustrations— including incompatible features, custom code, and no API integrations—by delivering cloud-based, automation-driven solutions.

The lines continue to blur across Legal, Risk & Compliance, and Human Resources— and Mitratesch is the trusted partner in driving clarity and collaboration across all these functions. From concierge-style Firm and Panel Management Services and intuitive cyber security to agile workflow automation and contract management, we've hand-selected our technology to address our customer's most complex problems across every industry.

To learn more, please visit www.mitratesch.com.

