



# Takeda Pharmaceuticals Case Study



*“Almost everything about working with EBI has made our jobs easier”*

Jennifer Hanna  
Background Investigations Administrator  
Takeda Pharmaceuticals

## Our Customer

Takeda Pharmaceuticals U.S.A., Inc. is a leading innovator in today’s medicine. Their scientists research and develop medications to treat metabolic disorders, cardiovascular issues, fight cancer and much more. Takeda traces its roots back more than two centuries to a small medicine shop in Osaka, Japan. In 1998 the same family brought the company to the United States. Today, their American labs, manufacturing, research and sales teams employ more than 6,000 people.

## Background Screening Challenges

Takeda has several interesting challenges when it comes to their background screening program. First, the background checks are not handled by Human Resources or the company’s recruiters. Rather, a small team in Security is responsible for inputting the data. Security then views the results in Taleo and adjudicates them if necessary. The Talent Acquisition team is only notified if and when an applicant is cleared for hire.

Their relatively large workforce is made up of both fulltime employees as well as several hundred contractors. The fulltime employees make up the sales force and much of the research and development team. Most of the administrative staff are hired as contractors. Some convert to fulltime, others never do. Between the two groups there are as many as 1,200 hires per year. The screening process is a bit different depending on the role being filled. Contractors undergo a full criminal background search, while additional screens are added for those applying for fulltime positions. The searches range from Social Security Number Traces to Education Verification as well as Drug Testing.

Prior to deploying EBI, the Talent Acquisition team would initiate the background checks manually. All of the paper forms were then sent to the Security Team for them to enter all of the data into the vendor portal. It was a huge amount of data entry work for the two person department. In fact, the team says before moving to EBI, they felt they were doing more work than their vendor. Jennifer Hanna, Takeda’s Background Investigations Administrator says, “It was almost like we were doing the background check and they were just putting the report together for us.” Even then, according to Hanna, the checks took too long, the vendor contacted the wrong sources, gave inaccurate data and then responded to their concerns with slow customer service.



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“Their customer service would take 4-6 hours to get a response back, and it was never with an answer. Might take another day to get an answer, and by then, the background should be done.” Candidates were also complaining about being contacted by several different people from both Takeda and their background screening vendor, and being asked over and over for the data needed for the screen. It was unorganized, repetitive and time consuming for everyone involved.

## The EBI Solution

Takeda now utilizes EBI’s integration with their talent acquisition system, Oracle Taleo Enterprise Edition (TEE). Candidates now utilize the EBI Candidate Portal to enter in all of the data needed to conduct the background checks, taking a large burden off of the Security Team. Hanna also says the EBI integration has been a huge benefit to the recruiters because they are no longer receiving candidate complaints about being hounded by the vendor for data.

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### Improvements since integrating with EBI:

- Better turnaround time
- Improved user, candidate and new hire experience
- Increased Accuracy
- Improvement in Customer Care

After waiting for hours, if not days, for a response, Takeda’s team raves about EBI’s Customer Care Team’s One Call Resolution promise. “Now, even if they have to get back to us, they do it quickly and get us the answers we need. It’s much better.”

## The Best Parts about Working with EBI

Takeda’s team says their entire process is now cleaner and easier to track. While improved turnaround time and better accuracy are important, the real change is the relationship they have built with the EBI team. “When a company misses on this part of the relationship, it makes everything else seem harder. It really affects it.”

In addition, Hanna has been pleased that quarterly reviews actually happen instead of getting brushed aside or delayed. Takeda’s EBI account manager checks in often, suggests new products that can help improve their process, and always lets them know who is on-call to help should he be out of the office. “Those are really important things! We were lacking account management with our last vendor in a huge way,” says Hanna. “Just knowing I have someone I can reach out to, along with customer service, is very refreshing.”