THOUGHTFOCUS

# Automating High-Volume Criminal Background Checks with 99.98% Accuracy



## Client Overview

A leading background verification company operating one of the world's largest background-screening platforms needed to modernize its criminal background-check fulfillment workflow. Manual processing of high-volume of compliance requirements, activity-date calculations, and special instructions created operational bottlenecks that limited processing efficiency and scalability.

## Business Challenge

1. High-volume screening operations with limited scalability
2. Manual workflows demanding up to 90 seconds per record
3. Human variability affecting processing consistency and accuracy
4. Complex rule-intensive evaluations requiring specialized expertise
5. Lack of AI-enabled frameworks for structured adjudication workflows
6. Near-perfect accuracy requirements across compliance-driven operations

# Solution

**ThoughtFocus designed and implemented three specialized AI agents to automate the adjudication workflows with near-human accuracy.**



Last Activity Date (LAD) automation to handle complex natural-language interpretation tasks

Compliance Rules (CF) automation for compliance-rule evaluation

Special Instructions (SI) automation for special-instruction adjudication workflows

# Impact

99.98%+ adjudication accuracy achieved across all three AI agents

Adjudication workflows automated at under $0.004 per charge

High-volume adjudication operations scaled with near-human processing accuracy



Up to 90 seconds of manual processing time eliminated per record

Adjudicators redeployed to exception handling and judgment-intensive reviews

**Ready to turn your data into a scalable growth engine?**

Email **info@thoughtfocus.com** to get started.