



**MIDSIZE DEAL WINNER**

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**HRO Today Recognizes Edge as a top leader in Customer Satisfaction  
The Baker's Dozen Customer Satisfaction Ratings 2023 Midsize Program Winner**

MELBOURNE, FLORIDA November 2023 – Edge is honored to be awarded a top spot in the HRO Today Baker's Dozen Customer Satisfaction Ratings for Pre-Employment Screening. This recognition is what the CEO of HRO TODAY MAGAZINE, Elliott Clark, calls "the largest and most prestigious survey in pre-employment screening services". Pre-Employment screening is a global industry and the survey a global undertaking. The results are based on quantitative rankings and thousands of client survey results.

"We are incredibly honored to once again be recognized as one of the top background screening agencies by HRO Today's 2023 Baker's Dozen Customer Satisfaction Ratings." said Chad Stair, President at Edge. "We are so grateful to our clients, from whom this award ultimately stems, for sharing their experiences and feedback on what it's like to partner with Edge. We believe in and do our best to drive home a simple motto which is 'Listen, Learn and Deliver' on a daily basis for our clients. Truly listening to our clients about their ever evolving needs while committing to learning more on a daily basis about what makes our clients more effective and efficient allows us to deliver an experience that is focused on compliance, accuracy and efficient speed. Having our customizable and proprietary software and our internal Drug Testing Division and MRO provides Edge a unique opportunity to collaborate with our clients and deliver upon their needs."

Edge's number one priority is how we rank in client satisfaction. This survey incorporates additional factors such as the size of the deal, where Edge ranked 1st, and breadth of service, in addition to overall client satisfaction where Edge ranked 3rd overall.

Edge's Top Tier Baker's Dozen ranking is a direct result of their commitment to client satisfaction. Over the course of their 31 years of operations, Edge has maintained Key Performance Indicators (KPIs) that contribute greatly towards serving their clients.

- 98% client retention
- 95% of calls answered by live representatives
- 90% of emails returned in less than 30 minutes

- 100% US/Domestic-based Customer Service Representatives at no extra charge

In addition, with Edge

- The majority of disputes are processed within 24 hours
- Background checks are processed within 24-72 hours

To learn more about Edge and this special recognition or for further information please contact our offices at 800.725.3343 ext. 620, or [info@EdgeInformation.com](mailto:info@EdgeInformation.com).