

A SCREENXCHANGE PLATFORM WHITE PAPER

Verification Lifecycle Management

The architecture behind next-generation screening.

One platform connects enterprises, verification providers, data partners, and candidates, replacing fragmented, point-in-time checks with continuous, orchestrated verification.

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Platform Architecture

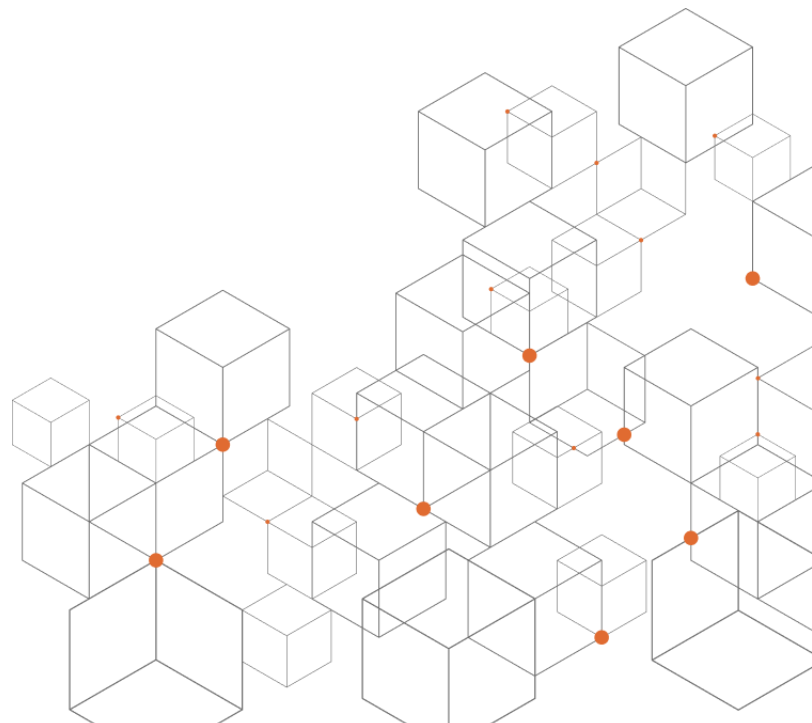
About ScreenXchange

ScreenXchange is a global background verification platform delivering 30+ verification checks across 190+ countries on a single, unified platform. Built on over a decade of global screening expertise, ScreenXchange serves enterprises and verification providers worldwide with technology-led, compliant screening at scale.

Positioned around Verification Lifecycle Management, ScreenXchange connects enterprises, verification providers, data partners, and candidates in one ecosystem. The platform pairs responsible AI with human judgment to deliver screening that is faster, more accurate, and compliant by design. Agent SAM, its multilingual verification voice agent, runs automated verifications 24x7 across the globe.

OUR MISSION

To provide human-centric, swift, and highly accurate identity solutions that build trusted foundations for all, continuously evolving platform technology to proactively meet shifting global threats, regulatory compliance, and identity requirements.



The Day One reality

Background verification hasn't kept pace with how enterprises hire. Fragmented, point-in-time checks introduce operational friction, increase candidate drop-off, and leave compliance exposed, precisely where speed and accuracy matter most.

Today, the rise of **distributed workforces**, **evolving regulations**, and **AI-generated identities** have exposed the limitations of legacy verification processes.

Verification Lifecycle Management (VLM)

represents the next evolution, shifting the industry from static processes into a continuous, automated screening ecosystem.

This paper sets out the framework. It covers the business case, the process core, the architecture, and the road from fragmented checks to verification that never goes stale.

What is Verification Lifecycle Management?

VLM is an enterprise-grade framework, delivered as SaaS, that unifies the entire screening ecosystem into a single platform. It orchestrates the end-to-end verification process across four connected phases:

Onboarding & Data Collection, Screening Orchestration, Adjudication & Compliance, and Reporting.

THE RESULT: A UNIFIED VERIFICATION ECOSYSTEM THAT IS

01 **Faster, yet compliant**

Direct-source speed inside jurisdiction-aware guardrails

02 **More transparent**

Shared real-time visibility for every stakeholder

03 **Continuously audit-ready**

Every step logged immutably, every report a compliance record

04 **Easier to scale**

Plug-and-play vendors, markets, and check types

05 **Built for continuous trust**

Verification as a lifecycle, not a one-off event

The business case for VLM

THE TRANSACTIONAL LIABILITY

Treating background screening as a series of isolated checks creates manual data silos, increases candidate drop-off, and exposes enterprises to compliance risk.

THE API ARCHITECTURE ADVANTAGE

A unified VLM framework compresses verification timelines from days to hours through direct-source orchestration and automated rules engines.

AI ACCELERATES, HUMANS ADJUDICATE

The highest-performing screening programs pair automation for speed with human judgment for the edge cases that carry legal and ethical weight.

BUILT TO EXTEND

A plug-and-play integration model lets new verification vendors and geographies join the network without re-architecting the platform.

A SIMPLE, SUPERIOR CANDIDATE EXPERIENCE

Visibility builds candidate trust, and ease of use builds the encouragement to see the process through, making candidate experience a driver of completion rates, not just satisfaction.

The process core

VLM orchestrates the entire verification lifecycle within one intelligent platform, from candidate onboarding and data collection through screening, adjudication, and reporting. Each phase is designed to remove a specific point of friction from the process.

O1

Onboarding & Data Collection

Mobile-first capture with OCR and ICR, instant validation, and jurisdiction-aware digital consent.

Faster, lower-friction onboarding with fewer candidate drop-offs.

O2

Screening Orchestration

Identity checks with parallel routing across direct sources and a pre-integrated vendor network.

Turnaround drops from days to hours for standard checks.

O3

Adjudication & Compliance

A jurisdiction-aware rules engine auto-clears low-risk profiles; only flags reach human review.

Removes scoring bias, builds an audit-ready compliance trail.

O4

Reporting

All verifications, data points, and compliance logs aggregated into one clean report.

Confident hiring decisions, reduced time-to-start.

FIRST SUBMISSION → FINISHED REPORT

Built for every stakeholder in the ecosystem

VLM is built to accelerate opportunity for every stakeholder across the verification value chain, at the same time.

Verification providers & vendors

Agents work from one intuitive queue with automatic work distribution; internal teams and external clients share the same real-time visibility. Manage every client end-to-end on one platform instead of maintaining separate integrations.

Enterprises

Manage verification end to end, reducing operational cost by consolidating workflows into one platform instead of managing multiple screening vendors.

Data partners

Act as sources of truth for direct-source verification, reducing integration overhead and gaining access to the global verification market.

Candidates

A guided submission workflow with visibility into verification status, reducing data insufficiencies and accelerating closure.

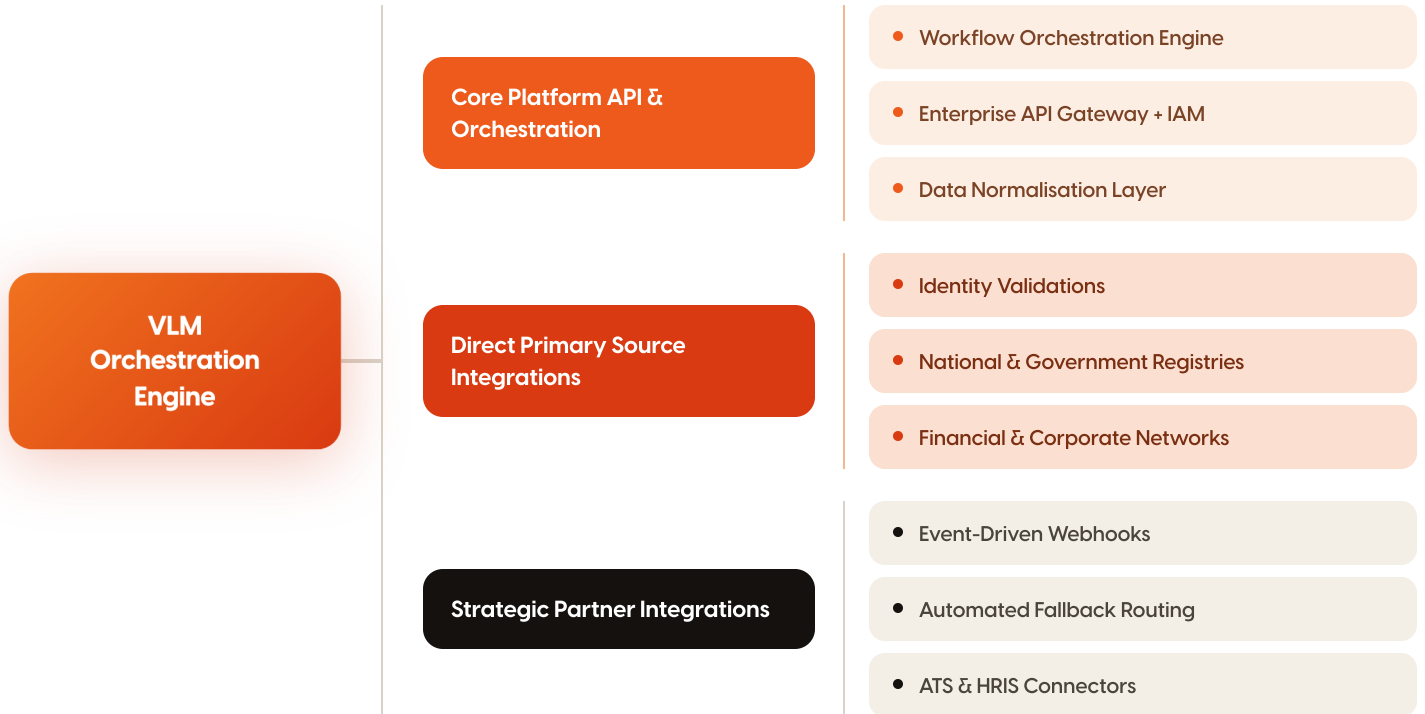
Why verification providers choose VLM

"Infrastructure becomes the job, when trust was supposed to be the job."

Growth often comes with a hidden cost: margin quietly absorbed by rebuilding integrations, tracking unplanned compliance updates, and engineering work that has nothing to do with serving clients. VLM exists to carry that complexity. One integration, every market, every compliance requirement orchestrated rather than improvised, so providers keep their energy on trust and sustain their growth.

VLM Orchestration Engine

At an architectural level, VLM operates as an orchestration hub sitting between enterprise applications, direct data sources, and a global vendor network, coordinating all three into a single, consistent output rather than exposing their underlying complexity to the client.



Built to scale, built to extend

VLM is architected as a plug-and-play foundation, not a fixed pipeline. The network expands market by market without re-architecting the core platform.

Plug-and-play vendor onboarding

A standard connector model shortens the path from signed partner to live traffic.

Modular by geography

New markets and jurisdictions extend reach without disrupting existing workflows.

Future-ready by design

The same orchestration core absorbs new verification types as threats and regulations evolve.

Where AI ends and human judgment begins

Full automation without oversight is itself a risk in a domain governed by employment law, discrimination protections, and jurisdiction-specific nuance. VLM pairs responsible AI with human judgment, deliberate about where each applies.



AI & automation handles

- Document parsing and document fraud detection
- Identity matching
- Direct-source routing
- Continuous, event-driven monitoring
- Automated 24x7 voice verifications via Agent SAM



Human judgment handles

- Ambiguous or conflicting records
- Discretionary adjudication calls
- Edge cases with legal or ethical weight
- Final sign-off on high-risk flags

AGENT SAM

A proprietary, multilingual AI voice agent that runs automated verifications around the clock, across the globe. Automation where it accelerates, never where judgment carries legal weight.

Traditional screening vs. the VLM framework

PERFORMANCE METRIC	LEGACY FRAGMENTED SCREENING	VLM FRAMEWORK
Primary data source	Third-party vendors	Direct-to-source and pre-integrated networks
Average turnaround time	3–5 business days	Minutes to hours via automated streams
Adjudication process	Manual analysis, prone to human bias	Policy-driven rules engines for consistent adjudication assistance
User experience	Technical jargon, raw text logs, messy PDFs	Single, visually standardised candidate status
Compliance integrity	High risk of manual oversight errors	Automatic filters for jurisdiction-specific requirements

Data privacy, security, and governance

VLM deals with highly sensitive data. Security and privacy controls are built into the platform by design, across three operational pillars.



PILLAR 01

Data security & encryption

Encryption

Industry-standard encryption protects candidate data at rest and in transit.

Role-based access (RBAC)

Access to verified data and identity documents follows least-privilege principles.

Automated retention & purging

Sensitive raw documentation is programmatically retired per the client's retention policy.



PILLAR 02

Cross-border data privacy

Global regulation alignment

Designed to align with GDPR and additional region-specific labor laws.

Dynamic consent

Explicit digital consent captured before any verification is triggered, adapted to jurisdiction.

Localised data residency

Multi-region hosting keeps candidate data within boundaries required by local law.



PILLAR 03

Governance & auditing

Unalterable audit trails

Every verification step, adjudication decision, and access event logged immutably with timestamps.

Vendor risk governance

Integrated partners held to data-security standards, with access permissions audited recurringly.

Instant audit-readiness

Every final report lists all primary sources used – a complete compliance record.

COMPLIANCE & CERTIFICATIONS

INFOSEC

SOC 1 Type II

INFOSEC

SOC 2 Type II

INFOSEC

ISO 27001

PRIVACY

GDPR + regional frameworks

SCREENING

PBSA

Getting started: implementation & migration path

When a verification company or an enterprise adopts Verification Lifecycle Management, a phased approach is recommended, moving from understanding the current landscape to a fully migrated platform.

1**Discovery & mapping**

The first step involves a discovery and mapping of the current system and processes, establishing a clear picture of what exists presently.

2**Customer-specific configuration**

The roll-out proceeds to a customer-specific configuration of the platform, tailored to the organisation's requirements.

3**Pilot screening**

A small pilot screening focused on a specific candidate segment or geography tests the setup before wider rollout.

4**Legacy data migration**

Legacy data is migrated to the VLM platform using APIs, completing the transition onto the new system.

The technical roadmap

The VLM's technical roadmap centres on a fundamental shift toward a modular, API-first infrastructure. This architecture flexes across global markets using an extensible framework and a universal candidate onboarding portal. VLM will also democratise background screening for micro, small and medium enterprises through a simple, country-specific Pay As You Go (PAYG) portal. This opens up instant, on-demand checks without the heavy enterprise onboarding overhead that has traditionally gated access to quality screening.

01

Modular, API-first infrastructure

Extensible framework

Universal onboarding portal

Country-specific PAYG portal

Instant, on-demand checks



BUILT ON THAT FOUNDATION

02

Autonomous verification workflows

Agent SAM

LIVE

Automated OCR validation

NEXT

Fraud detection modules

NEXT

Real-time status dashboards

NEXT



A NATURAL PROGRESSION

03

The comprehensive suite

Continuous workforce monitoring

Predictive risk-scoring models

Built on this foundation, autonomous verification workflows will thrive using intelligent products that are easy to **plug in and scale**. Agent SAM already offers domain-specific conversational intelligence and policy-driven auto-adjudication. The roadmap includes deployment of automated OCR validation, synthetic image and document fraud detection modules, and real-time status tracking dashboards. As a natural progression, the entire framework evolves into a comprehensive suite offering continuous workforce monitoring and predictive risk-scoring models.

Why a lifecycle framework, not another point solution

Most alternatives solve one slice of the problem, such as identity verification, criminal records, or a reporting dashboard, and leave verification vendors and enterprises to stitch several solutions together. VLM's differentiation is architectural: it is the orchestration layer itself, built to automate the verification workflow and connect directly to sources of truth, rather than another point check bolted onto the stack.

- Consolidates vendor relationships instead of adding to them.
- Owns the handoffs between onboarding, screening, adjudication, and reporting, where most delays and errors actually occur.
- Extends to new data sources, vendors, and geographies without re-architecting the client's workflow.

Market direction

The global background screening ecosystem is consolidating, moving away from fragmented regional checks toward unified, cloud-based platforms. Three shifts stand out:

01

Digital sources of truth

The market is moving to direct digital verification, removing slow, manual, unstandardised data dependencies.

02

Consolidation of data

Enterprises are choosing unified platforms over point solutions. One place for all verification data, simpler compliance.

03

Hybrid intelligence standard

AI + human is becoming the global standard: automation for real-time parsing, human judgment for subjective risk and ethics.

GLOSSARY

OCR · Optical Character Recognition, the automated extraction of text from scanned or photographed documents.

RBAC · Role-Based Access Control, restricting system access based on a user's role and need-to-know.

ICR · Intelligent Character Recognition, advanced OCR engineered for handwritten or less-structured text.

ATS / HRIS · Applicant Tracking System / HR Information System, the client's internal recruiting and HR software.

Conclusion

The traditional, transactional background check is a liability in a modern talent ecosystem. Isolated, point-in-time screening introduces friction, slows time-to-hire, and leaves organisations exposed to compliance gaps, while quietly turning verification providers into infrastructure companies instead of trust companies.

Verification Lifecycle Management provides the structural blueprint to modernise this pipeline and the ecosystem around it. By carrying the global complexity of compliance, integration, and orchestration, VLM lets enterprises, verification providers, and their partners keep their energy on what they set out to do.



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