

When Employees Manage Sensitive Information, You Must Hire the Right People

“No one in the financial industry will trust you with their business if you can’t guarantee the integrity of your employees.”



Karla Hernández,
Manager of
Human
Resources

BACKGROUND

Financial advisory firm [Master Financial Management](#) (MFM) helps Mexican companies grow by taking advantage of opportunities to expand into national and international markets. They accomplish this using the latest technology while considering current financial trends to analyze customers’ sensitive financial information.



THE PROBLEM

MFM employees are given access to their customers’ confidential financial information, and that access would make it easy for a dishonest employee to commit fraud or theft. In light of so many recent financial fraud scandals, companies are wary of granting such access. This trend makes it challenging for MFM to acquire new clients. “As a financial institution, we need employees that are more than just well-rounded. We need to be able to depend on each of our personnel having values like honesty to inspire confidence in our clients — but we weren’t sure how to screen for these values,” said MFM Manager of Human Resources Karla Hernández.

EYEDTECT IMPLEMENTED

During job applicant screening interviews, HR managers at MFM used traditional methods of asking pointed questions, looking for visual cues of honesty and integrity, and following-up with background checks. “The human part is vital in the hiring process, but there is such a huge percentage of human error. With this new technology, the percentage of error was much less.” With the adoption of EyeDetect technology into their hiring process, MFM is now able to gauge a candidates’ likelihood of participating in such as fraud, money laundering and bribery.

RETURN ON INVESTMENT

By implementing EyeDetect’s pre-employment screening tests, as well as ongoing employee evaluations, MFM has established a culture of integrity, one on which their clients can depend. “When our clients learn that we use EyeDetect, they rest a little easier and feel like things will continue to move forward well. And we rest easier knowing that we’re much less likely to have to deal with the economic repercussions of theft or fraud.”

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