



Customer Case Study

Critical Infrastructure Industries



Continuous Evaluation People Risk Analytics Insider Threat Security & Investigations Safety

Background

The United States considers certain industry sectors as critical infrastructure due to their vital role in supporting the economy, public safety, and national security. Industry sectors include energy, transportation, water, communications, financial services, healthcare, food, emergency services, and government services. There is a material human risk element in critical infrastructure as it utilizes such a large workforce and vast network of contractors.

The People Risk Challenge

The Insider Risk team, under the leadership of Security, owns the mission to protect the organization, employees, and the public. The Security team recommended a continuous evaluation solution to detect material risks in the workforce that would augment background checks. The organization had key requirements the ClearForce solution addressed:

Speed to Hire: Maintain current pre-hire screening process and implement new post-hire risk protection system.

Policy Driven: Support many specific policy-driven rules for alert reporting to reduce noise for limited staff.

Designed for Security: Accurate risk alerts and analytics across multiple public record sources ready for investigation.

Consent & Compliance: Ensure the program is consent based and in compliance with EEOC & FCRA regulations.

The ClearForce Solution

Multiple ClearForce products were utilized including the Resolve™ Continuous Evaluation (CE) platform, our people risk data service, and risk analytics services.

Scope of Initial Engagement

- Continuous post hire evaluation of a large number of employees.
- Historical population risk assessment & analysis.
- Multiple public record sources: Arrest, Booking, Court, Sex Offender, Warrants, and Watch Lists.
- Alert validation service to confirm risk event is a match to employee.
- Charge matching service to limit alerts to human resources and security policy violations.
- Data analytics & reporting service to visualize risk program statistics and findings.
- Advisory consulting for insider threat, continuous evaluation, and public record data.

Program Success & Statistics

ClearForce delivered measurable value within weeks of starting. Verified risk alerts were detected across multiple data sets that also matched defined policy violations. This included timelines from the arrest and booking event, to the pending criminal court record, to final disposition with charges and sentencing. Details included photos, court documents, and affidavits. Analytics highlighted charges by alert type, policy, location, job role, and more.

3%
of Population
Generated Reportable Alerts

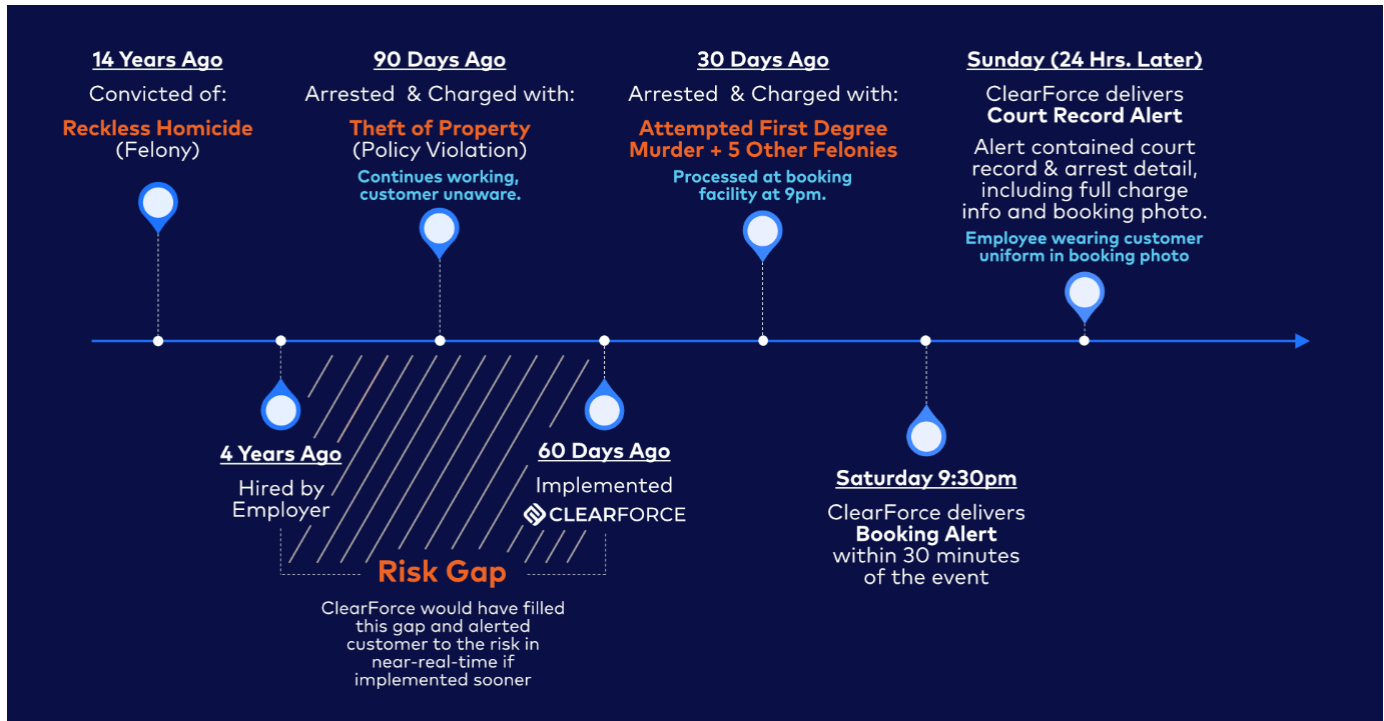
10%
of Alerts were
Reportable Offenses

Sample of Reportable Offenses Found

Criminal Attempt – First Degree Murder
Especially Aggravated Robbery
Conspiracy Theft of Property \$2,500 - \$30,000
Assault Cause Bodily Injury Family Member
Violation of No Contact/Protective Order
Possession of Cannabis with Intent to Sell/Manufacture

High-Risk Employee Scenario Case Study & Timeline

30 days after implementation, the high-risk employee scenario below confirmed the value of ClearForce.



Customer Benefits & Findings

The business case and risk reduction were clear for all stakeholders. Implementing a Security driven post-hire continuous evaluation program with ClearForce closed risk gaps and liabilities without sacrificing the business need to on-board rapidly for growth. The client estimated exponential cost savings using ClearForce compared to upgrading legacy background screening programs. New tip & lead data sets were added with ClearForce for expanded coverage.

- Security gained a purpose-built system for their investigators and protection mission.
- Enabled HR to focus on its hiring mission with no disruption to on-boarding.
- The Legal team reduced risk liability and ensured compliance with EEOC & FCRA regulations.
- Protection from high-risk threat activity tied to specific corporate policies.
- Alert validation & matching to policy reduced noise and improved efficiency.
- Analytics & dashboards enabled leaders to see trends and isolate risk.

Lessons Learned & Best Practices

- Human risk within an organization needs to be evaluated beyond pre-hire background checks.
- Insider threat detection and mitigation requires integrated stakeholders, a CE system, and the right data.
- A formalized CE program reduces risk, saves money, improves efficiency, and can detect policy-based violations.
- Implementing a consent-based program delivers safety and security for employees, customers, and the brand.

About ClearForce

ClearForce is a people risk analytics firm that keeps organizations safe and secure. Our patent pending Resolve™ CE platform identifies potential threats before they become a problem. Human risk signals across multiple sources are reported in near real-time. Our risk analytics platform and AI modeling deliver deeper insights and visualizations.