PRIMUS PARTNERS®

Quote by Arun Moral, Managing Director, Primus Partners

Published in ET Prime
November 04 2025 | 10:55 A.M. IST

MSMEs should adopt structured hiring, institutionalise background checks to minimise legal risks: Credentia CEO | Report

On the premium end, Royal Enfield dispatched 116,844 units, up 15 per cent. The company said this was its highest ever festival performance.

Read on : https://m.economictimes.com/small-biz/sme-sector/msmes-should-adopt-structured-hiring-institutionalise-background-checks-to-minimise-legal-risks-credentia-ceo/articleshow/125074074.cms

Article Content:

In recent times, **background verification** has become increasingly crucial in India's evolving work environment, driven by hybrid, remote, and gig models. With the rise of Global Capability Centres (GCCs), start-ups, and intense talent competition, organisations are facing growing challenges such as resume fraud, moonlighting, and high attrition, making traditional interviews insufficient to uncover discrepancies in academic or employment claims.

MSMEs often rely on owner-led **hiring** without formal systems, heightening the risk of poor hires. To address this, experts say they must adopt structured hiring, institutionalise background checks to reduce operational and **legal risks**, and use technology for faster, more efficient verification.
"Credentia can help MSMEs who have already crossed the first two stages. At the third stage, we can provide them with tech capabilities to conduct background verification at scale. This eliminates the need to build an internal team for BGV, thereby saving money

and operational bandwidth. This is for MSMEs who want to hire people. There are MSMEs who conduct background verification for other small and large enterprises. To such MSMEs, we offer flexible packages, enabling them to serve their clients at appropriate price points, making verification both accessible and affordable," says Nimit Bheda, Founder and CEO, Credentia.

Mumbai-based Credentia is not a background verification agency; it's a technology innovator building deep-tech SaaS platforms that connect employers, staffing agencies, candidates, and verification agencies on one platform.

Founded in 2023, the company has been growing steadily. "So far, we have demonstrated CredCorp to 16 enterprises. Our second product, CredOps, is scheduled for release by the end of this financial year. With both products in the market, we will be in a strong position to share our revenue and profit numbers in the coming months," adds Bheda.

According to Credentia's in-house data, there is a 5-6% gap between resume claims and verified records. While seemingly small, even one false claim can cause serious financial, operational, or reputational damage, especially in sensitive sectors like IT, pharma, BFSI, and defence, says 45-year-old Bheda.

Technology now enables verification of both disclosed and undisclosed details, helping organisations avoid wrong hires and safeguard culture, data, and brand integrity, notes Bheda.

Credentia offers two SaaS platforms for the background verification ecosystem: CredCorp and CredOps. CredCorp lets employers and staffing firms manage multiple background verification (BGV) vendors, track cases in real time, and integrate with Human Resource Management System (HRMS) and Applicant Tracking System (ATS) systems to speed up hiring. CredOps automates workflows for verification agencies, streamlining and scaling their operations efficiently.

"Our solutions automate and streamline verification for all stakeholders. These are designed keeping in mind the needs of employers and staffing agencies. These integrate with HRMS/ATS systems and can also operate as a standalone system, reducing manual effort by up to 75%, turnaround time by 50%, and costs by 25-40%. It also offers real-time tracking and faster candidate clearance," says Bheda.

Delays in background verification

Most delays stem from incomplete documentation and poor coordination among stakeholders. Our platform automates the entire workflow—from case initiation to reporting, with instant data validation and system integration, says Bheda. Credentia's deep-tech SaaS platforms connect employers, recruitment agencies, candidates, and

BGV partners on one digital ecosystem.

Employers and staffing agencies receive real-time updates and standardised reports, while analytics track turnaround times, vendor performance, and billing summaries. By automating about 75% of repetitive tasks, employers can cut turnaround time by up to 50%, costs by 40%, and HR headcount for verification by 35%, notes Bheda.

Data Security

Data security and confidentiality are among the most critical pillars of the service offering at Credentia. Given the sensitivity of information handled during background verification, we have embedded security-by-design principles across every layer of our platform architecture,notes Bheda.
"Our enterprise solutions are built on robust, industry-grade cloud infrastructure, using the most advanced tools, frameworks, and encryption protocols to protect data both at rest and in transit. We conduct regular vulnerability assessments and penetration testing through authorised third parties to proactively identify and mitigate any potential risks," says Bheda.

Expert view
As India moves from mere compliance to confidence, its talent economy is being redefined by the shift from traditional background checks to digital, trusted talent databases, says Arun Moral, Managing Director, Primus Partners

"Looking ahead, the background verification industry is poised to become an integral pillar of India's Digital Trust Infrastructure. As India moves toward a more mobile, global, and skill-based workforce, BGV will play a pivotal role in strengthening workforce credibility, ensuring transparency, and enabling seamless talent mobility across sectors and borders," adds Moral.