



New Year, New CI

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It's that time of year again.... At Commercial Investigations, we are taking "New Year, New Me" to a new level! This year we are really focusing on being the best that we can be, starting with our new office space!

Yes, you read correctly, we are moving! In the past year, we have expanded our team, our goals, and our technology. This spring, a move will allow us to work smarter to make our company even better. Our

"Converting to the new software has so many benefits, and we make it very easy to do."

new location offers an open concept, allowing us to work more cohesively. Our current offices are full of last-century charm, with high glass windows on the huge wood doors and chandeliers lighting up the old grand staircases. If you look quickly, you'll swear you just saw Sam Spade sauntering past after

his femme fatale, Mary Astor, on the hunt for the Maltese Falcon. Certainly, we will miss sleuthing amidst the revival that is beginning to transform downtown Cohoes. But the time is at hand to begin anew!

Over the past year, we've improved our communication across the board. One of the ways we are accomplishing this is by converting all of our clients to our updated software, Clware 2.0. Converting to the new software has so many benefits, and we make it very easy to do. Please see page 3 for the latest!



Another growth goal we'd like to share with you: Commercial Investigations is aiming to at least double the size of the company within 5 years, and we've added new smiling faces to our team to help get us there! Ushering in 2017, we welcome a few new investigators in training and an office assistant into our growing team. Please visit Facebook as we continue to feature new colleagues in 'Mugshot Monday' posts.

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We've also worked to build our company culture with a diverse team, so we can bring everyone up to speed efficiently and communicate effectively about our values and goals. We are the most innovative and educational background investigations partner, and we have a strong committed team working together to produce the best results for you every single day.

We sincerely wish all of our current clients and clients we have yet to meet, the happiest New Year!

Please visit our website to learn more, or contact us.
www.commercialinvestigationllc.com
1-800-284-0906



Fancy Valley and the Four Seasons

Meet Due Diligence...

Last Scene From Due

Previously in the life of Due Diligence, Due finally went to court where he was sentenced to six months in prison, with a reduced term. Most of the drugs planted in Duey's car were just Vitamins. Due had taken the rap for his son, whose own mother, Coco Caine, threw him under the bus. Just when the boys thought nothing could get worse...

Due turned the corner of the court room as he was being escorted out by police and saw that flash of blond hair. "Coco?" he asked. She whipped around, and in the process,



she bumped into a passerby, dropping her bag, contents spilling everywhere. Five baggies of what appeared to be drugs tumbled out and landed at an officer's feet. Immediately, the police detained her. They examined the contents of the baggies, and discovered it was indeed cocaine. Coco would be off to prison for a long time with the amount she had on her. Later, while in jail, Due learned that Coco had been convicted of Possession of a Schedule IV drug with intent to distribute, a Felony offense.

Meanwhile, Duey and Justice were mulling over how to improve Due's old business, Clean Cut Clippings. Duey had been named owner in Due's absence, saved again by Rick Mitigation at the Corporation of Philanthropic Services (COPS) covering his own interests.

"We should probably change the name," stated Justin. "We also should try to make us a year-round service, instead of just summer lawn care, and expand to winter and fall seasonal service like plowing driveways, and raking leaves. I might be able to do some tree trimming. I'll talk to Rick so we can get increased insurance." replied Duey. "But what to call it?" he asked, shrugging.

"Something four seasonal," Justin answered.

"I know! Why don't we call it Fancy Valley and the Four Seasons? Dad would approve as it resembles his favorite musicians!" Duey exclaimed.

They dug in, making the new business ready to include all seasonal help. They designed new logos and promotional material, and began advertising with flyers at the local market, and sure enough, business began to grow. After they had obtained a few new clients for multi-seasonal

work, and signed annual contracts, Duey decided it was time to visit his father in Jail again and tell him the good news.

"Dad, we have three new clients!" Duey exclaimed, once Due had picked up the receiver. Due was feeling down, wondering how the business he had tried so hard to build was faring without him.

"What?" Due was stunned. Duey went on to explain how they had changed the business to include landscaping in the spring and summer months, and raking and plowing in fall and winter, and asked Due a couple tree trimming questions. Due was happy, it seems they had managed to turn business around in a few short weeks. Duey proudly described the meeting with their newest client, Edna User, who owned small convenient stores with many locations around town. "We have so much business now, we have been considering hiring an additional worker, Dad! Edna's business is taking most of our time, and we need to split up to cover all of our clients. Justin and I can do only so much," Duey told Due.

They chatted some more, and Duey left to get back to Fancy Valley and the Four Seasons, a name that Due absolutely loved. Justin was waiting for Duey with a stack of applications, "It's time we begin the interview process!" Justin told Duey excitedly. Justin was really looking forward to hiring someone new for the office, and definitely needed the help. No one likes to be snowed in. Three prospective applicants arrived for their interviews. Things went well, and Duey and Justin started the process of their background investigations. Justin was adamant that their new hires had at least a high school diploma, as everyone needed to be above the bar.

Rick Mitigation was sitting in his office at COPS when his superior, Phillip Thropé, came in with a grim expression. He tried to look innocent, but secretly thought, "this is not going to be good."

What will Duey and Justin find when they begin their background investigation process?

Will Fancy Valley and the Four Seasons continue to grow?

What does Phillip Thropé have in store for Rick Mitigation?

What will Due's role be in this new business once he is released from jail?



Tune in to our next issue to find out.

The Dawning of a New Day

A new day is dawning with Clware 2.0, and converting you to our new platform is so easy! It's a seamless transition. We are there with you every step of the way and will work with your team. We can't stress enough the importance of this switch for you. First, the platform now allows all Macs, PCs, tablets, and cell phones to access the new software through all browsers. Eureka! Color me happy.

And...Did you know that if you get locked out of your account, you no longer need to call us to reset your password? If you forget your password with Clware 2.0, you can reset it yourself! The login page sports a link to reset your password. Right on!



Yet another feature we are singing about is the Estimated Turn-around Time that's attached to every inquiry. This offers an easy way to keep track of every task and piece of data, and show our clients the state of each inquiry we are investigating for you - in live time. You can pinpoint when you will receive your results.

Also, you are now able to send our staff messages directly through the software. So if you prefer this method, you can cut down on time composing emails.

A favorite function that clients are raving about is the applicant quick invite. All you need to do is enter the first name, last name, and email address of the subject, and an invitation is sent directly through email to fill out their consent form online. You can even request for applicants to fill out education, employment, and reference information at the same time. Everyone is thrilled with less data entry error and phenomenal time savings!

“The login page sports a link to reset your password. Right on!”

Here's what a few of our clients have to say about the new platform and the conversion process:

“Clware 2.0 is more user friendly.”

“There is more functionality than the previous software.”

“It's easier on the eyes and easier to find reports.”

“Administrators have more functional use so they don't have to rely on us for everything.”

“Billing goes straight to the accounting contact, which cuts down the time spent with billing”.

Spotlight: Drug Testing

Drug testing is becoming increasingly popular among companies that already have background investigation policies in place.

Employers are seeing the benefits that creating a drug-free workplace can provide.

Drug testing, especially in Clware 2.0, is a breeze. You can schedule appointments very easily and track subjects right through the process getting real time updates of their progress, such as when they showed up for the appointment.

You will have the option to choose from LabCorp or Quest - whichever has a lab closest to where the subject will need to go. Addresses close to their location will populate and give the hours of operation. The system also automatically generates the electronic consent form that they will need when they go for the drug test, so it makes the process very easy for you.

Contact us for more information, or to implement a drug testing policy to your background investigations! 1-800-284-0906



A Certified Woman-Owned Private Investigative Agency providing accurate, timely, cost-effective and fully compliant reports - delivered with exceptional client service.



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