Thales Cogent Applicant Processing
Easy, efficient and compliant for agencies and their applicants
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Identity & Biometric Solutions

Thales offers federal, state and local government agencies a secure and compliant way to exchange criminal history record information for employment and licensing purposes. As an FBI-approved channeler and a provider of state-wide fingerprint collection networks, Thales has processed millions of requests since 2008. Our Applicant Processing Solution (APS) offers a full range of fingerprint collection, submission and result dissemination services that can be customized to fit the requirements of any given mandate.

Fingerprint-based background check services for governments

The benefits of a Thales’ fingerprint collection network:
- FBI-certified hardware and CJIS certified data handling.
- Collection and processing services and controls that meet all statutory requirements.
- Simplified vendor auditing by reducing your submission vendor count to a single, third-party service provider.
- Data entry and payment is handled in advance by the applicants either online or by telephone.
- Off-load interagency data transmission to reduce workload by providing automation between participants.

Why Thales should be your choice for APS

Experience. Thales was first to develop an electronic applicant processing solution. We process over 1 million records per year across numerous states.

Customized to meet agency needs. Our solution has been refined and customized to suit individual agencies with enhancements for reporting, online reviewing, payment, varying workflows and specialized customer and technical support requirements.

Scalability. The Thales solution can be expanded and scaled to meet new or changing customer needs including increased transaction volumes, additional reporting requirements and new user agencies.

Security. As an approved FBI Channeler, we are compliant with all FBI security and audit requirements.

Committed to the secure transmission of data
Thales is committed to safeguarding each applicant’s personal information collected during the fingerprint-based background check process and ensuring its proper transmission to the relevant authorities. We comply with all state and federal laws for collecting and submitting applicant fingerprint records.

Applicant and site support. Thales has a proven infrastructure for customer, applicant and technical support. Applicants receive assistance with registration, payment and more through our U.S.-based support group. And our Help Desk is available to provide technical support, remote software maintenance and parts replacement for fingerprinting sites.

Customized reporting and auditing
Online statistical reporting is available with secure login for approved employees and program administrators. User agencies can monitor fingerprint site rejection rates, determine if and when an applicant has successfully completed fingerprinting, review customer service and compliance logs and stay compliant with customized audit reporting.

Available reporting includes information such as: submission date, rejection notices, payment method, transaction control number and more. A user agency’s ability to access reporting information is tied to each approved user’s security profile set by the System Administrator. All web-based reports are accessed by secure socket layer (SSL) connection, allowing for any sensitive data contained in the reports to remain protected.

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Reducing your resource constraints

Thales will identify and deploy compliant retail fingerprint collection sites on your behalf. Simply tell us what level of population coverage you require and we will take care of the rest.

Once participating retail locations which meet your location requirements have been identified, experts from Thales will provide fingerprint collection sites with comprehensive LiveScan system training. This includes basic applicant enrollment requirements, fingerprint collection techniques and system administration. This training helps to ensure quality fingerprints are being submitted.

The applicant goes online and registers.

The applicant chooses a convenient location for their scanning.

The applicant pays any applicable fees online through our secure website.

The applicant visits the selected location, presents a photo ID and has their fingerprints scanned.

The data is packaged and sent to the state and/or the FBI for background analysis.

The generated background report is automatically forwarded to the agency or employer that requested it.

Thales system produces two categories of reports, which are exportable to Excel format files:

- Canned reports are predefined, statistical reports that can be pushed out at regular intervals such as weekly or monthly.
- Ad hoc reports are generated on an as-needed basis, using specific, customized queries. Ad hoc reports provide real time data updates and information.