



NEWS RELEASE

TazWorks Launches AI-Powered Decisioning to Accelerate and Improve Accuracy of Key Background-Screening Workflows

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Advanced AI Integration Supports CRA Operational and Growth Opportunities With Up to 35% Faster Processing and 30-50 times Accuracy Improvements

IRVINE, Calif.--(BUSINESS WIRE)-- **TazWorks™**, a leading technology platform for background screening companies powered by **MeridianLink, Inc.** today announced the integration of **Cerebrum Synapse**, an AI-powered decisioning engine now available directly within the TazWorks InstaScreen®.

This integration eliminates bottlenecks consumer reporting agencies (CRAs) face every day, such as having to hire additional processors at the same rate a CRA grows, processes that slow turnaround times, error-prone decisions that create compliance risks, seasonal volume spikes that overwhelm staff capacity, and rising operational costs that squeeze margins. By embedding Synapse's AI capabilities directly into familiar TazWorks workflows, CRAs can grow at a faster pace, take on more seasonal or varying business verticals, scale operations more efficiently, and deliver faster, more accurate and consistent results—freeing teams to focus on higher-value decisions without adding headcount or replacing human oversight.

For TazWorks customers, the Synapse integration streamlines one of the most time-consuming parts of several aspects of background screening. Synapse acts as an intelligent assistant that pre-processes records and surfaces clear recommendations. Synapse acts as an intelligent AI Agent that pre-processes records, identifies jurisdictions for criminal dispatching, suppresses irrelevant National Criminal results, flags relevant information, and provides documented rationale and audit trails to support consistent, audit-ready decisions, with human processors



focusing their time on the more complex cases and other activities best handled by humans.

Synapse delivers measurable operational improvements, including:

- 35% faster processing times reducing backlogs and improving client satisfaction
- 30-50 times fewer adjudication errors virtually eliminating costly mistakes and disputes
- 20-30% operational cost savings at scale through efficiency gains
- Consistent decision-making across all reviewers and shifts

When records enter the TazWorks system, Synapse analyzes charges, aliases, and jurisdictions using models trained on millions of public records. The AI understands context—distinguishing between a DUI and a parking violation, for instance; it then applies CRA-specified reporting rules to make decisions about various records and offenses. Rather than replacing human judgment, Synapse encodes the CRA's process and workflows to handle routine decisions with precision while flagging complex cases for human review. It also provides transparency into workflows followed, so decisioning is clear.

"We're constantly evaluating how emerging technologies can help our TazWorks customers scale their growth and improve their operations," said Jake Shapiro, Director of Product Management at TazWorks. "CRAs want to compete even better with their larger competitors and grow at a faster pace, while continuing to offer highly customized services that ensure accuracy. This AI-powered integration enables immediate business growth and operational benefits while positioning our customers at the forefront of industry innovation. Synapse doesn't replace the expertise that makes our customers valuable; it encodes and amplifies it by handling the repetitive, yet error-prone work so that skilled processors can focus on complex cases and customer service."

Cerebrum's benchmarking with TazWorks' CRAs demonstrates the tangible impact CRAs can expect. In comparative testing of 5,000 cases, traditional manual processing resulted in 315 errors, while Synapse-assisted workflows produced fewer than 20 errors, a dramatic improvement that translates directly to reduced disputes, fewer client complaints, and stronger compliance positioning.

"We designed Synapse specifically for the challenges background screening professionals face," said Sebastian Mellen, CEO at Cerebrum. "The integration with TazWorks means CRAs can access cutting-edge AI capabilities through the platform they already know and trust."

By partnering with Cerebrum to bring Synapse directly into the TazWorks platform, MeridianLink is expanding the tools available to TazWorks customers, helping independent CRAs grow more efficiently and stay competitive as screening volumes, compliance demands, and client expectations continue to rise.

About MeridianLink, Inc.

MeridianLink® empowers financial institutions and consumer reporting agencies to drive efficient growth. MeridianLink's cloud-based digital lending, account opening, background screening, and data verification software solutions leverage shared intelligence from a unified data platform, MeridianLink® One, to enable customers of all sizes to identify growth opportunities, effectively scale up, and support compliance efforts, all while powering an enhanced experience for staff and consumers alike.

TazWorks™, part of MeridianLink, offers turnkey screening solutions and growth strategies to organizations who provide background screening as a service. TazWorks is the creator of TazCloud™, an end-to-end technology solution for the background screening industry.

For more information, please visit www.tazworks.com.

About Cerebrum

Cerebrum is a technology company building identity and credential verification solutions with a focus on enabling secure, trusted environments. Through our collaboration with global partners, we help communities grow with accuracy, efficiency, and confidence.

Cerebrum is dedicated to providing solutions that prioritize a simple, clear experience for all users. Their ecosystem is built to integrate seamlessly and flexibly with other platforms to enhance the ease with which people manage and share their digital identities. To learn more, visit cerebrum.com

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