



EVALUATIONZ

**UNMASKING INTERVIEW
IMPERSONATION: SECURING HIRING**

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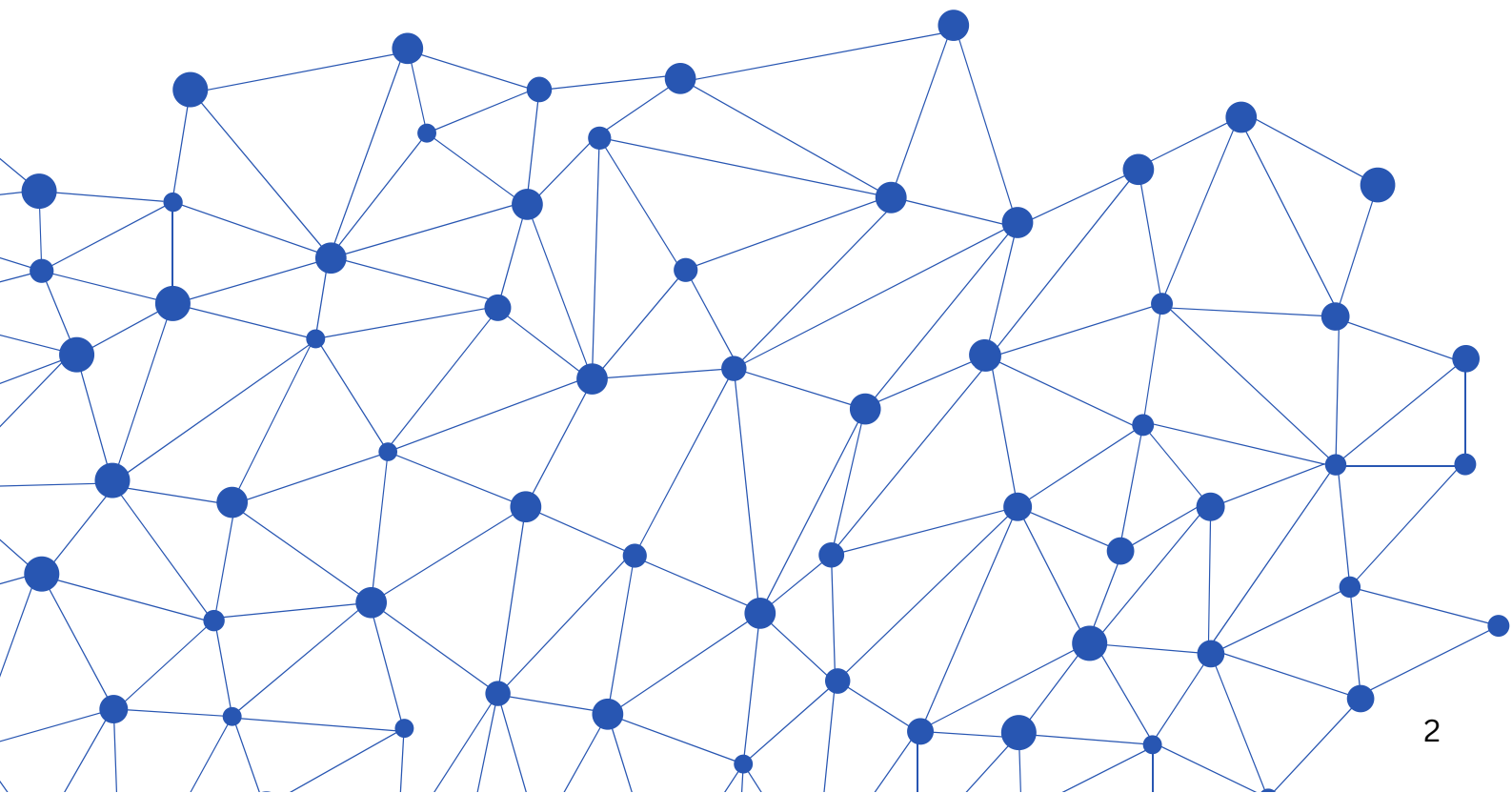
ABSTRACT



The rapid transformation of the tech industry, driven by the proliferation of digital interviews and remote hiring practices, has brought about an unforeseen challenge: interview impersonation or fraud.

In this comprehensive white paper, we delve into the escalating issue of interview impersonation and its far-reaching consequences for organizations, both on a global scale and in India.

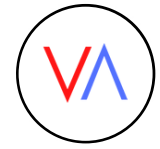
We also introduce iCatch, an advanced solution created by Evaluationz India Pvt. Ltd. that employs three-factor authentication—Government ID, Facial Recognition, and Voice Biometrics—to detect and deter fraud at every stage of the hiring process, from initial interviews to onboarding.





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THE INCREASE OF DIGITAL INTERVIEWS AND REMOTE HIRING



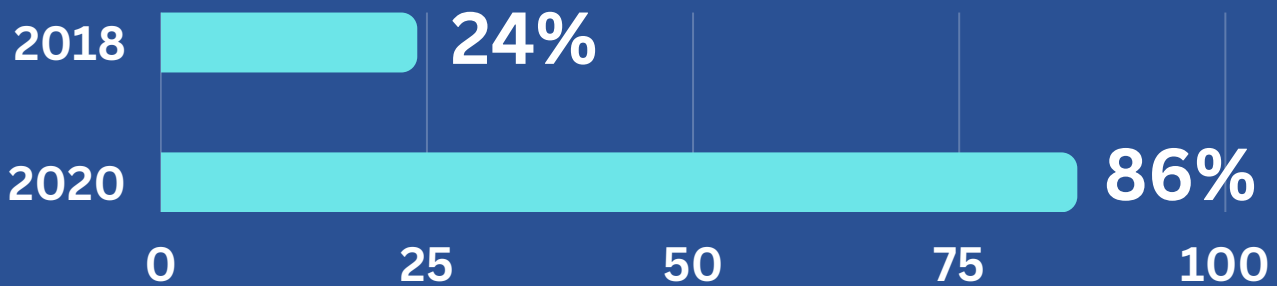
In the tech industry, like many others, the practice of conducting interviews and making hiring decisions went through a profound transformation in recent years. The traditional in-person interview process gave way to digital interviews conducted remotely, utilizing video conferencing and online platforms. Even before the COVID-19 pandemic, there was a notable shift towards digital interviews.

123%

INCREASE IN VIDEO INTERVIEWS

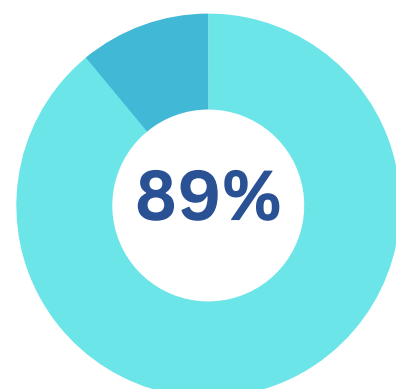
*LinkedIn

Organisations that used video interviews in the hiring process



*Gartner

IN INDIA THERE WAS AN EVEN HIGHER NUMBER OF VIDEO INTERVIEWS TAKEN IN 2020

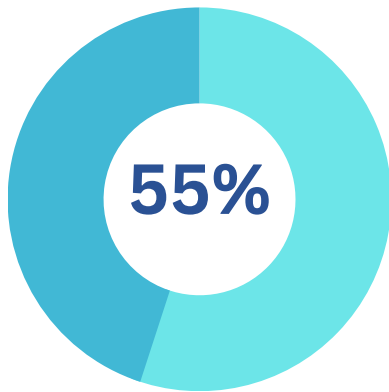


*SHRM India

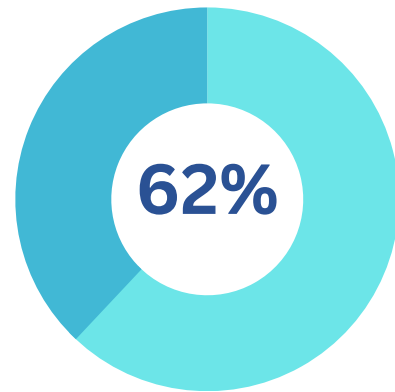
THE BENEFITS OF DIGITAL INTERVIEWING AND REMOTE HIRING



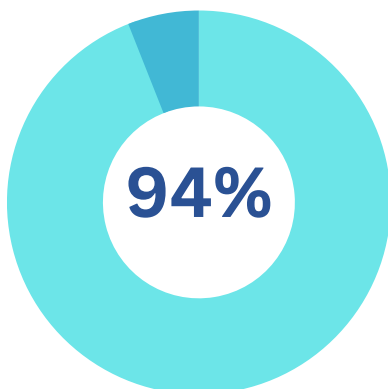
The adoption of digital interviews and remote hiring was driven by compelling benefits that organizations could no longer ignore.



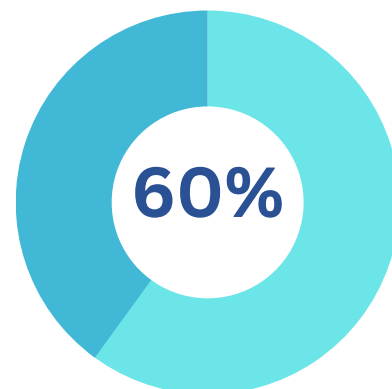
Companies reported a 55% reduction in time-to-hire when using remote hiring methods
*LinkedIn



India's IT and technology sector saw a 62% increase in the number of remote job postings in 2020
*Naukri.com



94% of Indian employees appreciated the flexibility of remote work
*Accenture



- 60% of executives believe remote work has increased their access to talent.
*PwC

THE RISE OF INTERVIEW IMPERSONATION



Interview impersonation, a troubling consequence of remote hiring, occurs when a fraudulent candidate employs a stand-in, often with superior technical skills, to pass technical evaluation rounds while attending only the initial and final interviews themselves. This deceitful practice has reached alarming proportions in recent years.

70%

In India, a Times of India report highlighted a 70% rise in online job scams during the lockdown in 2020.

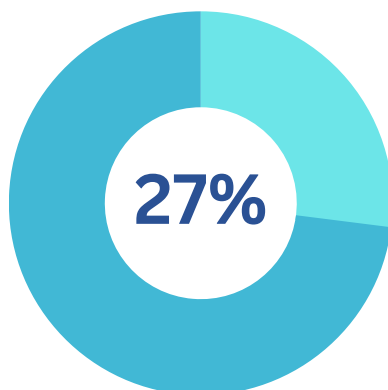


GLOBAL SCENARIO

\$220,000,000

The Federal Trade Commission (FTC) reported that employment scams were among the top five types of fraud reported in 2020, with over 216,000 reports and losses exceeding \$220 million

Q1
INCREASE
IN JOB
SCAMS



A report by Emsi Burning Glass highlighted a 27% increase in job scams during the first quarter of 2020.

SCENARIO 1

CANDIDATE SWITCH



1

Company A is hiring a software engineer in a sensitive position that is customer facing

2

Candidate X has applied for the role and is in the process of interviewing

3

Both Company A and it's client have interviewed Candidate X and liked them

4

Candidate X is onboarded and has begun work, however their performance is very poor and not characteristic of the interview

5

Upon closer inspection, the interviewer for the technical round has realised that Candidate X did not appear before him but someone else did

Fraud detected too late

WHERE IS THE GAP?

Between multiple rounds of interviews and multiple interviewers, technically poor candidates know that there is an opportunity to bring in someone highly skilled to impersonate them and get them through the round

SCENARIO 2

LIP SYNC



1

Company A is hiring a backend engineer in a critical role. The skill is hard to find

2

Candidate Y has applied for the role and is in the process of interviewing

3

During the Interview Candidate Y has passed with flying colour

4

Candidate Y is onboarded but is simply not able to perform up to expectations

5

Upon closer inspection, the interviewer for the technical round has realised that Candidate Y did appear before them but somehow seems unfamiliar. The candidate is asked to leave and the hiring process begins again

Fraud not detected. Time and money lost

WHERE IS THE GAP?

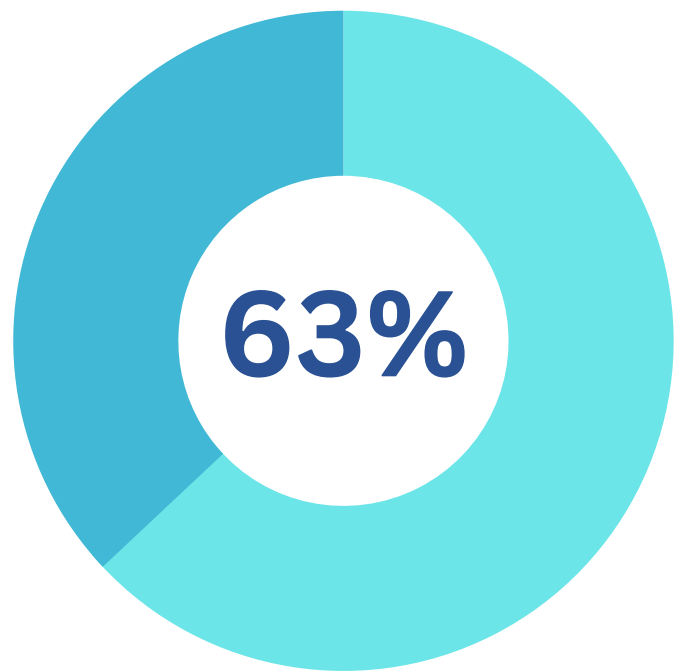
Technically poor candidates know that there is an opportunity to bring in an expert and have them answer technical questions, while the candidate can simply lip sync and get through. The candidate can be mistaken as technically proficient.

THE RISKS INVOLVED FOR COMPANIES



Interview impersonation, a troubling consequence of remote hiring, occurs when a fraudulent candidate employs a stand-in, often with superior technical skills, to pass technical evaluation rounds while attending only the initial and final interviews themselves. This deceitful practice has reached alarming proportions in recent years.

A Deloitte India survey found that 63% of Indian organizations viewed hiring fraud as a significant threat in 2020.



GLOBAL SCENARIO

14 months

The Association of Certified Fraud Examiners (ACFE) reported that the median duration of fraud schemes was 14 months

HOW iCATCH WORKS



Evaluationz India Pvt. Ltd. has built a product to focus on eliminating the problem of interview impersonation/ fraud - iCatch.



3 FACTOR AUTHENTICATION



ID

Government ID verification ensures that the person you are interviews in verified as the actual person



FACE

A face match right from the image on their verified ID to the face across every interview ensures it is the same candidate every time



VOICE

A voice biometric match ensure that there is no scope for lip syncing fraud that takes place

THE PROCESS

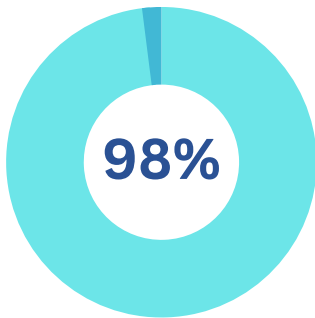
By combining all three verifications that are cross verified across every interview right till onboarding, iCatch ensures that fraudulent activities in the interview and hiring process are caught and highlighted.

THE SECURITY AND SUCCESS RATIO OF 3 FACTOR AUTHENTICATION



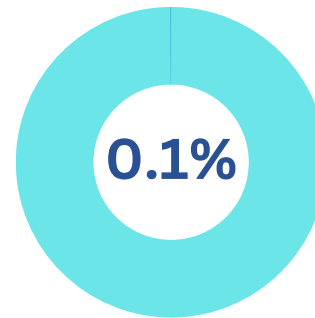
iCatch, our innovative solution, stands as a bulwark against interview impersonation, leveraging three-factor authentication to thwart fraudsters.

FACIAL RECOGNITION TECHNOLOGY



ACCURACY RATE

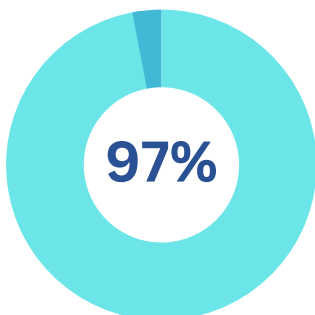
A study published in the Journal of Information Security and Applications found that facial recognition technology had an accuracy rate of around 98%



FALSE POSITIVE

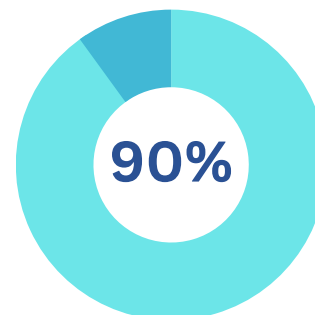
A study by the National Institute of Standards and Technology (NIST) found that facial recognition technology had a false positive rate of 0.1%

VOICE BIOMETRICS



ACCURACY RATE

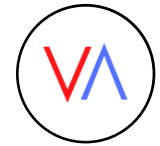
Nuance Communications reported that, in 2020, voice biometrics had an authentication accuracy rate of around 97%



REDUCED FRAUD

A study conducted by Opus Research in 2020 found that voice biometrics reduced fraud rates by 90% for financial services companies

THE BENEFITS OF iCATCH



When evaluating the implementation of iCatch, it's imperative to consider not only the direct financial costs but also the intangible yet invaluable benefits it brings to the table. Beyond the tangible metrics, iCatch contributes significantly to protecting an organization's brand reputation, mitigating risks, and streamlining the talent acquisition process.

BRAND REPUTATION

In today's hyper-connected world, brand reputation is both a valuable asset and a fragile entity. A single instance of interview impersonation can tarnish an organization's image and erode trust, not only among potential hires but also with existing employees, customers, and stakeholders. iCatch serves as a guardian of this intangible but vital aspect of an organization.

RISK MITIGATION

The risks associated with interview impersonation extend beyond financial losses. Legal liabilities, regulatory non-compliance, and damage to internal morale can have far-reaching consequences. iCatch, by minimizing the occurrence of fraud, mitigates these risks effectively.

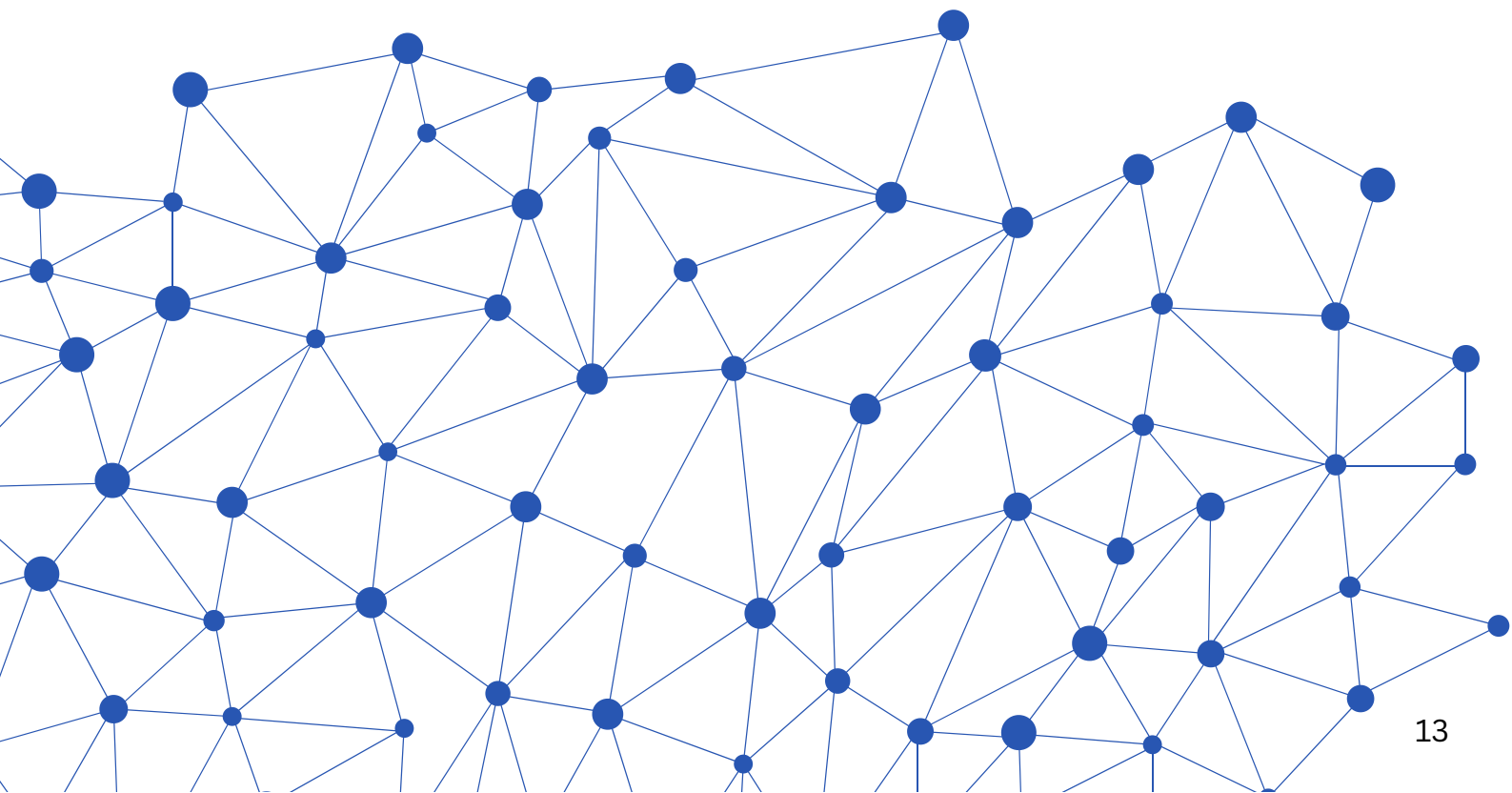
STREAMLINING THE TALENT ACQUISITION PROCESS

While the focus of iCatch is on security, it also contributes to the efficiency and effectiveness of the talent acquisition process. By filtering out fraudulent candidates early in the process, iCatch streamlines the workflow for HR professionals and interview panels. This results in time savings, allowing HR teams to allocate their resources more strategically.

CONCLUSION



In conclusion, interview impersonation presents a grave threat to the integrity of tech hiring, impacting organizations both globally and in India. The rise of digital interviews and remote hiring, while offering numerous advantages, has exposed organizations to unprecedented risks. iCatch emerges as a beacon of hope, offering a formidable defense against fraudsters by combining government identity verification, facial recognition, and voice biometrics. It is incumbent upon organizations, both in the global tech landscape and within India's burgeoning tech sector, to embrace this innovative solution and safeguard their hiring processes, ensuring that only genuine talent finds its way to their teams.





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