

Case Study

Instant Teams and Vetty: Helping Military Spouses Get Back to Work



For military families, home is wherever the next set of orders takes them. Careers, though? Those are hard to pack up. So, Instant Teams set out to rewrite the rules.

Instant Teams connects military spouses with remote jobs that move wherever duty calls. Through their talent marketplace and outsourcing solutions, they build customer experience (CX) teams for growing brands, powered by skilled military spouses.

But when their hiring doubled, Instant Teams needed a background screening provider that could keep up.

The Challenge

When life means packing up and moving every few years, even the simplest parts of hiring can become complicated, especially background checks. The constant shuffle can make checks slow, complicated, and expensive.

For Instant Teams, this was barrier standing between talented people and the jobs waiting for them.

Instant Teams needed:

- Speed. Every day counts when you're trying to get someone to "day one."
- Flexibility. Their BPO model means fluctuating volumes and no one-size-fits-all pricing.
- Reliability. Meeting SLAs and keeping client trust means getting it right the first time.

Previous providers couldn't keep up. Their rigid pricing, slow turnaround times, and inconsistent results made it hard to deliver with confidence.

Having a true partner in background screening, one that values accuracy and speed as much as we do, means we can deliver on both sides of our promise: to uphold our mission of creating remote career positions for military-connected talent.

— Erica McMannes, Founder and CXO

The Fix

When Instant Teams found Vetty, it was an immediate connection. The team needed speed, support, and scalability, and Vetty checked all the boxes. Here's what changed:

- Pay-per-service pricing that flexes with Instant Teams' workflow.
- Lightning-fast turnaround times, helping candidates clear faster and start sooner.
- A high-touch customer experience to plan, forecast, and optimize.
- Monthly monitoring for key clients, keeping compliance seamless and stress-free.

And, most importantly: partnership. Instant Teams found a team as committed to their mission as they are, one that listens, adapts, and delivers.

Why It Worked

Here's what we pulled off:

- Greater speed to proficiency: Faster background checks mean faster starts and more opportunities for military families.
- Flexibility that fits: Vetty's model flexes with Instant Teams' changing hiring needs. No rigid contracts. No wasted spend.
- A partnership that shows up: Whether it's problem-solving or projections, Vetty's all-in.

This became a partnership that moved as fast as the mission behind it.

The Results

Instant Teams brought the mission. Vetty brought the momentum. Together, we made hiring feel unstoppable.

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Day Turnaround Time

Vetty helped Instant Teams slash their TAT from six to four days without dropping an ounce of quality.

33%

Speed-to-Hire Increase

With Vetty, Instant Teams sped up their hiring pipeline, filled roles faster, and kept their talent flow humming.

425

Professionals Onboarded

425 new hires. Six weeks. One unstoppable team. Vetty helped Instant Teams pull off a hiring sprint and made it feel effortless.

Ready to Move at Vetty Speed?

If you want to hire faster, smarter, and with more heart...

Get started at vetty.co/start