



Great talent matches

I found the right experienced talent to meet their standard of performance.



Jill Wadlund, ALSM, CPCU, President, Berkley Life Sciences

The problem: finding qualified personnel to meet service expectations

Providing insurance and risk management services to a specialized industry niche requires dedication and know-how. If a company has to spend too much time training employees on just the basics of insurance, it can be difficult to compete.

Berkley Life Sciences, which provides insurance and risk management products and services to life science businesses, including medical device companies, biologic companies, testing laboratories and more, had a growth problem. "We were growing and expanding our product offerings," explains Jill Wadlund, ALSM, CPCU, President of Berkley Life Sciences. "As a result, we needed an experienced property claims adjuster, but not on a full time equivalent or FTE basis."

The solution: experienced support to manage important account activities

A WAHVE recruiter sourced candidates based on a detailed job description and follow-up conversations with Berkley Life Sciences. Wadlund says the process, which she describes as "very straightforward," took around two weeks. "It's worth the wait," she says. "In my experience, the candidates have been great matches."

"With WAHVE, we were able to find the right amount—20 hours per week—of the right experience to oversee one of our property TPAS, ensuring that our claims were handled to Berkley Life Sciences' standards of performance," says Wadlund.

She also praises the onboarding process. WAHVE's detailed onboarding guide, she says, combined with Life Science's robust teleworking infrastructure and own onboarding procedures, meant the new wahve was able to quickly, easily, and securely access all necessary systems.

The result: confidence to hire even more part-time, remote resources

Berkley Life Sciences has since hired more wahves. At the beginning of 2016, the company had two in Operations, one in Underwriting, and one in Claims.

"WAHVE has an inventory of highly experienced insurance professionals at the ready—and WAHVE can locate the talent where it resides, so you don't have to rely on the local marketplace," says Wadlund.

"Because they don't need much training and have 20-plus years in insurance, you can have a 'vintage' insurance professional providing support to your organization in very short order."