



### Value that's tough to beat

**I needed an experienced insurance professional who would work part time. WAHVE delivered.**



**Jonathan Marshall**, CFO, Pathfinder/LL&D Insurance Group

### The problem: finding industry knowledge for a part-time position

Pathfinder/LL&D, a Texas firm with over fifty employees, needed someone who understood the insurance world. Yet the firm had only part-time hours to offer, making it difficult to locate experienced staff. "At the time, we knew we didn't need a full-time person—but we needed someone who knew what they were doing," said Marshall. "Oftentimes, people who have been in the industry want a full-time job. That means full salary with benefits, which can get quite expensive, especially if you don't need 40 hours a week from that person."

### The solution: a part-time professional with full-time skills

While his company could have hired someone part time and trained them in the industry, Marshall said, "There's no substitute for somebody who knows insurance and knows what to look for. They're going to spot things that can be invaluable – the kind of things they might find can save you from an E&O expense."

Through WAHVE, Pathfinder/LL&D hired a wahve who needed just a few days' training on the office systems before going home and starting work. "It was pretty clear within a couple of months that it was really going to work well," said Marshall. His wahve's primary job is to take on technical-assistant type work—checking policies, ordering loss runs and setting up premium loss history summaries. Marshall said that his wahve has also handled other projects, including certificates of insurance and evidence of property insurance. "The great thing about her is she has so much experience and knowledge because of her years in the industry," said Marshall. "She's very thorough. She's really good at identifying issues and letting us know what we need to do to correct things. It's perfect."

### The result: higher productivity with greater accuracy

"You could pay somebody less money," explained Marshall, "but offset against the experience that our wahve brings, it's really an incredible value that we get. She can do it in less time, but with more thoroughness."

The experience has been such a positive, that Pathfinder/LL&D now has four wahves, two full-time and two part-time.