



Accent on customer service

I found top quality experience in places like Seattle and Tennessee.



Avi Wilhelm, Owner & President, The Wilhelm Agency

The problem: lack of qualified workers

Avi Wilhelm is no stranger to remote workers. His insurance agency, The Wilhelm Agency, Inc. in Lakewood, N.J., an agency of 10 people, has used local remote workers in the past to get the back-office work done. So when a change in phone systems occurred, Avi wanted to use the new technology as a catalyst for making workflow changes and adding staff.

Yet New Jersey's high cost of living makes hiring expensive, and the candidate pool near his agency does not lend itself to the insurance industry. That's when Avi turned to WAHVE – something he'd done in 2010 when a key employee moved out of the area, and Avi couldn't find a qualified replacement nearby.

The solution: customers first

Avi hired his first wahve to fill the role of a commercial lines assistant for his small business accounts. His wahve delivered – so much so that Avi moved her into a full CSR position.

And because his experience with his wahve was so successful, he hired two more wahves. One wahve is now the head account executive for his large clients. She manages his book of business and has her own assistant, in-house bookkeeper, and claims person. The other wahve manages his personal lines business.

All of Wilhelm Agency's wahves deal directly with the agency's clients. Avi says the location of his wahves – all in the US – is something he believes clients appreciate. "People get turned off by outsourced workers in foreign countries. I get turned off by it."

Plus, he says his clients either don't realize or don't have concerns with the Wilhelm Agency's workers being located in other parts of the country. One wahve lives in Seattle, the other in Tennessee.

The result: better experience, greater efficiency

For Avi, his WAHVE experience has been "phenomenal. We've got really good people." He's impressed by the quality of the work, the way the workers handle customers and interact with staff, and the level of experience – 30 years of insurance knowledge and skills – he was able to afford through WAHVE. "The wahves are much more cost-effective for us."

About hiring remote workers, Avi says: "If these three people had walked into my office and lived around the corner, it would have been the same thing. I would have hired them on the spot. The difference is they (experienced insurance professionals) are a dying breed in my area, and if I did find them, I would probably not be able to afford them because of where we're located."