

Trusted Talent Partner for High-Volume Growth

Client Type: Insurtech Platform/TPA

Talent Partnership Relationship: Multi-year partnership

- An insurtech and life insurance organization first engaged The Jacobson Group to support fast-moving customer and operations needs in a remote environment. By delivering qualified talent quickly and consistently, Jacobson built trust early and became a reliable extension of the organization's internal teams. As the organization continued to scale, Jacobson expanded support across departments and role types, building a repeatable, multi-tiered talent solution spanning customer care and customer service, post-issue operations and call center quality support.
- Throughout the last 18 months, Jacobson has supported the organization with **248 placements** across the business, fueled by **41 job orders** and ongoing repeat hiring in these critical functions. Several requests required multi-opening ramps, from small teams to large hiring classes of **up to 40 openings on a single order**, demonstrating an ability to deliver talent quickly while maintaining consistency and alignment with the organization's pace and expectations. This steady delivery has helped the organization maintain continuity and service levels during periods of growth and change, while also providing the flexibility to adjust staffing levels as priorities shifted.
- As a long-term partner, Jacobson continues to support both immediate staffing demands and broader workforce goals by bringing insurance-specific expertise, an established delivery process and a strong network of qualified professionals.



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