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Jim is the founder, President, and CEO of Mueller QAAS, LLC, an independent healthcare consulting firm located in Waukesha, WI. Jim provides leadership and strategic direction to Mueller QAAS, and also provides his clients with objective market insight on their employee benefit decisions.



Early Years

Prior to forming Mueller QAAS, Jim served as President of Frank F. Haack and Associates' Employee Benefit Group from 1985 until 2001. In this time, Jim grew the division from \$400,000 to over \$19 million, and helped Frank F. Haack & Associates (FFH) grow into the largest benefit broker/consultant in Wisconsin and a top 70 brokerage firm nationally.

Technology and Growth

From 1996 until 2008, Jim also served as President and COO of Zywave, a technology company that grew out of FFH. By leveraging national broker relationships, Jim increased revenue by \$23 million and established Zywave as the leading provider of SaaS enterprise automation solutions for the employee benefits and property and casualty insurance distribution industry. While still leading Zywave, Jim became President and COO of FFH in 2002. And in 2003 Jim invested in Trivantage Pharmacy Strategies and helped grow the company's value three-fold in five years.

Mergers and Acquisitions

In 2004, Jim presided over the acquisition of FFH by Richmond, VA-based Hilb Rogal & Hobbs Co. (HRH), which at the time was the world's 8th largest broker. Jim spun Zywave off from FFH in 2004 prior to this transaction. 2008 was also a particularly busy year, as HRH was acquired by the world's third largest brokerage, Willis Group, and Zywave entered into a strategic investment partnership with Vista Equity Partners (Vista). Thompson Reuters purchased Trivantage Pharmacy Strategies in 2009.

In 2010, Vista purchased Winnipeg-based Emerging Information Systems Inc. (EISI), the leading provider of SaaS solutions for the financial services industry, and folded it into Zywave. In 2013, Vista sold Zywave's Insurance Solutions Division, but not its Financial Solutions Division, Advicent Solutions, to the Los Angeles-based private equity firm Aurora Capital Group. Jim divested from Zywave in 2013, but still holds an equity interest in Advicent Solutions. In 2014, Advicent Solutions acquired the Dutch software company Figlo.

Recent Activity

Following Willis Group's acquisition of HRH, Jim became an Executive Vice President at the new firm and worked as a member of Willis/HRH's National Team on issues of carrier compensation and service. Jim also assisted with the restructuring and integration of Willis and HRH, as he did following the FFH/HRH merger. Jim left Willis in 2010 and was a partner at FlagshipSails Rx for one year before he founded Mueller QAAS in 2012. Information about Mueller QAAS is available at www.myqaas.com.