

Connecting to the Insured

Applied CSR24[®] is the leading cloud- based customer self-service software.

Applied CSR24 is the insurance industry's customer self-service software that enables brokerages to meet today's insurance consumer demand for anytime, anywhere access to information.

Applied CSR24 allows your customers to obtain proof of insurance, access insurance documentation, make premium payments and track claims processing through an online customer portal or mobile app that is custom branded to your brokerage.

The application automates premium certificate processing and supports paperless delivery so you can process and print more certificates in less time.

Applied CSR24 seamlessly integrates with your management system to eliminate time spent on redundant administrative tasks and ensure your customers have access to the latest policy information. By providing greater flexibility and mobile servicing options, your brokerage can increase customer satisfaction, build loyalty, and deliver a more competitive business proposition.

“ Applied CSR24 has allowed our staff to spend more time reviewing files for renewals rather than being reactionary to the phone. It enables staff to take a more consultative role with clients.”

Karen Hofflin, VP, Go Insurance



Enables your brokerage to

- Meet consumer demand for omnichannel service and anytime, anywhere access to policy information.
- Create a connected experience through automated exchange of information directly from insurers to the insured – without broker intervention.
- Automate certificate processing management and distribution for significant time and cost savings.
- Elevate your brand and role as a trusted advisor through 24/7 presence via a simple mobile app for insureds to easily access insurance information.



Core Capabilities

Brokerage-branded online customer portal and mobile app

Applied CSR24 enables you to provide your customers the freedom to view policy information and documents, request changes, submit and review claims, online chat with service representatives, make premium payments, and issue insurance forms, such as liability slips, at their convenience.

Your brokerage can also leverage a native, branded mobile app for iOS and Android smart devices. Available at the tap of an icon, your clients have quicker, more convenient access to insurance information while on the go.

Claims Management

Your customers require flexibility when filing claims. Applied CSR24 and Applied MobileInsured allows your customers to record auto and property policies claims events anytime, anywhere with relevant client details that sync back to the management system so that your staff can continue the claims process.

Premium certificate processing

Integration with your brokerage management system enables you to automate data entry, including coverage and insured information. Access the latest forms built to CSIO standards and leverage customized templates to manage more certificates in less time.



Customer self-service applications can increase revenue per employee by 9%

Source: 2017 Applied Digital Broker Annual Report

Why Applied?

Applied Systems is the leading global provider of cloud-based software that powers the business of insurance.

Recognized as a pioneer in insurance automation and the innovation leader, Applied is the world's largest provider of agency and brokerage management systems, serving customers throughout the United States, Canada, the Republic of Ireland, and the United Kingdom.

Call 866.899.5120
Visit appliedsystems.ca