

Servicing Your Insureds

# Applied CSR24 is the leading cloud-based customer self-service software.

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

Applied CSR24 allows your customers to obtain proof of insurance, access insurance documents, and manage renewal processing through an online customer portal or mobile app that is custom branded to your business.

Applied CSR24 seamlessly integrates with Applied Relay 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 business can increase customer satisfaction, build loyalty and deliver a more competitive business proposition.

**“ Applied CSR24 empowers our clients with online access to account details and visibility into claims processing that provides the right information when and where they want it, which is critical in today's highly connected world. ”**

Matthew Mawson, Managing Director, The Burley Group



## Enables your business 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.
- Provide customers with a simple mobile app to easily access their insurance information.
- Elevate your brand and role as a trusted advisor through a 24/7 presence via customer portal and mobile app bespoke to your business.



# Core Capabilities

## Broker-branded online customer portal and mobile app

Applied CSR24 enables you to provide your customers the freedom to view policy information and documents, review and renew claims, and issue insurance forms at their convenience.

Your business can also utilise 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.

## Renewals management

Provide your customers the opportunity to renew their policies on-the-go. Applied CSR24 enables you to deliver your client's renewal premium for the current policy plus an alternative premium for comparison. Customers can select to renew from the portal, enter payment details and confirm. You are then alerted when policies have been renewed and paid.

## Around-the clock self-service availability

24/7 self-service functionality allows you to provide clients service anytime, without the expense of around-the-clock staffing. Using your online portal, Applied CSR24 operators can answer questions and request policy changes on behalf of customers at any time of the day.



**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.

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

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