

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 agencies to meet today's consumer demand for anytime, anywhere access to information.

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

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 agency can increase customer satisfaction, build loyalty and deliver a more competitive business proposition.

“ Applied CSR24 is extremely beneficial to us and our customers. They love the portal and the flexibility and efficiency to access certificates quickly.”

Frank Swingle, CEO, Swingle Collins & Associates



Enables your agency 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 agent 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

Agency-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 auto ID cards, at their convenience.

Your agency 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 allow your customers to record auto and property 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 agency management system enables you to automate data entry, including coverage and insured information, to streamline premium certificate processing. Access the latest ACORD forms and leverage customized templates to manage more certificates in less time.

Around-the-clock call center availability

24/7 telephone servicing to clients enables you to provide service anytime, without the expense of around-the-clock-staffing. Using your online portal, Applied CSR24 operators can answer questions, receive claims 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%.

2017 Applied Digital Agency 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 800.999.5368
Visit appliedsystems.com