Applied CSR24®
is online and mobile customer self-service technology.

Our online and mobile customer self-service application Applied CSR24 is the first of its kind in our industry that keeps your customers and systems connected to your business.

It lets your customers obtain proof of insurance, access insurance documents, and manage renewal processing when and how they want. Giving customers the convenience to self-serve in turn frees up your team to focus on other revenue-generating activities.

But don't worry about falling out of the loop. The software syncs customer interactions with your Applied Relay™ management system so that you always have the latest customer details.

You can take your customer portal and mobile app a step further by customising it to match your branding to elevate the perception of your business.

Meet the digital demands of today's consumers to increase customer satisfaction, build customer loyalty and stand out among the competition.

Allows your business to

- Improve customer retention and acquisition through increased customer satisfaction

- Increase employee productivity

- Elevate your brand to build customer loyalty and acquisition

- Gain greater business insights to deliver a more valuable experience

"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

Core Capabilities

Mobile App

Applied MobileInsured allows your customers to get insurance information, documents, online payment and messages whilst on the go from the convenience of their mobile device.

Document Management

Provides flexibility to alter the documents each customer receives to best match their unique needs.

Policy Management

Gives customers the freedom to make policy changes on the go from the convenience of their mobile device.

Expanded Chat Options

Provides customers direct access to your team through expanded live-person chat capabilities.

Broker-Branded Portal and Mobile App Experience

Gives you the ability to customise your customer portal and mobile app by adding images and specific colors consistent with your brand.

24/7 Call Centre

Makes sure someone is there to service customers anytime without the expense of around-the-clock staffing. Using the online portal, operators answer questions, receive claims, and request policy changes on behalf of customers at any time of the day.

52% of consumers are willing to switch insurance providers for greater online service.
Source: Deloitte

Self-Service Portal Analytics

Delivers data on which portions of the portal your policyholders are using the most so you can make these features more accessible.

Payment Processing

Offers customers the option to pay their policies in one place.

Have Questions?

Call +44 (0) 28 9092 1500
Visit appliedsystems.ie

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