Liferay®

6 Long-Term ROIs of Self-Service for Insurance Organizations

A well-implemented self-service strategy will provide a long-term ROI that empowers your agents and policyholders while saving time and money.

DECREASE VOLUME OF SUPPORT CALLS

Policyholders can easily access the support and information they are looking for online, thus reducing call volume for your agents.

INCREASE IN CUSTOMER ACTIVITY

A self-service option establishes brand credibility and trust, so your policyholders will view the portal as a useful resource that increases accessibility.

DECREASE IN RESPONSE TIME

Since your policyholders can easily search for the information they need, your agents can then spend their time answering more complex questions not easily solved online.

INCREASE IN TOTAL SUPPORT VOLUME HANDLED

Self-service enables more policyholders to be served in a shorter amount of time.

DECREASE IN TOTAL SUPPORT COSTS

Maintaining self-service channels is more cost-effective than maintaining live-support channels.

INCREASE IN POLICYHOLDER SATISFACTION

Self-service enables policyholders to solve their own queries every time without any wait time.

Visit us at liferay.com to find out how Liferay's insurance clients are utilizing self-service to grow their business.