

About CCRM Associates

CCRM Associates has over 25 years experience serving small & mid-sized businesses in the financial services sector. We understand the specific needs of the independent agency marketplace. Let us help your business discover and improve problem areas that could be hindering your productivity and profitability.



www.ccrmassociates.com

Agency Commander

By CCRM Associates

1674 Pinefield Way
Marietta, GA 30066

Phone: 770-517-0276
Fax: 770-517-0277
E-mail:
sales@ccrmassociates.com



**AGENCY
COMMANDER**

"Ready to take your orders"

**See Agency Commander
in Action Friday, June
13th, 2:45 PM
FAIA Demo Area**



www.agencycommander.com

Win the Battle for Your Customers and Rescue the Competition's Customers



There is a real battle going on out there. The battle is for your customers. With insurance being available from other agents,

direct writers, the internet and companies going direct, everyone is after your hard earned customer. To the consumer, insurance, especially personal lines, appears as a commodity. In order to keep your customers, and win the competition's customers, you need to differentiate your agency.

The Secret Weapon

Excellent customer service is the secret weapon. In today's fast moving competitive world, customer service is the key to customer retention and acquiring new customers. Keeping your name in front of your customers and prospects can set you apart from the multitude of choices insurance consumers have today. Agency Commander from CCRM Associates is on duty to help you do just that: keep you in touch with your customers, letting them know that you appreciate them and that you are there when they need you.

How The Commander Makes the Difference

Agency Commander is based on solid Customer Resource Management (CRM) principles. The basis for CRM is to centralize all the customer activity in one place that is easy to access by everyone from any internet connection anywhere. That means that remote staff or brokers can have quick and easy access to all customer related activity from wherever they are, even from their Blackberry®!

Rescue The Competitor's Customers

Agency Commander can do more than keep customers - it can help you get more of them. With easy to implement E-mail marketing campaigns, you can send your message to hundreds of prospects easily and at a low, or



even no cost.

Once customers, Agency Commander will help you keep them by providing the same outstanding customer service your present policyholders have learned to appreciate.

The Battle Plan

Agency Commander is an internet based Insurance Agency CRM system designed for the small and medium sized (SMB) insurance market. Agency Commander includes:

- Access from anywhere you have internet access
- Customer detail information
- Basic Policy Information
- Marketing Campaigns
- Complete E-mail client
- Calendar with to-dos, appointments, and calls reminders
- Complete customer history with attachment of documents and files
- Much more...

Agency Commander Pricing

\$399.00 One Time Setup Fee
\$899.00 Annual Hosting Fee
OR
\$89.00 Monthly Hosting Fee

Call for data conversion pricing

Phone: 770-517-0276
Fax: 770-517-0277
E-mail: sales@ccrmassociates.com