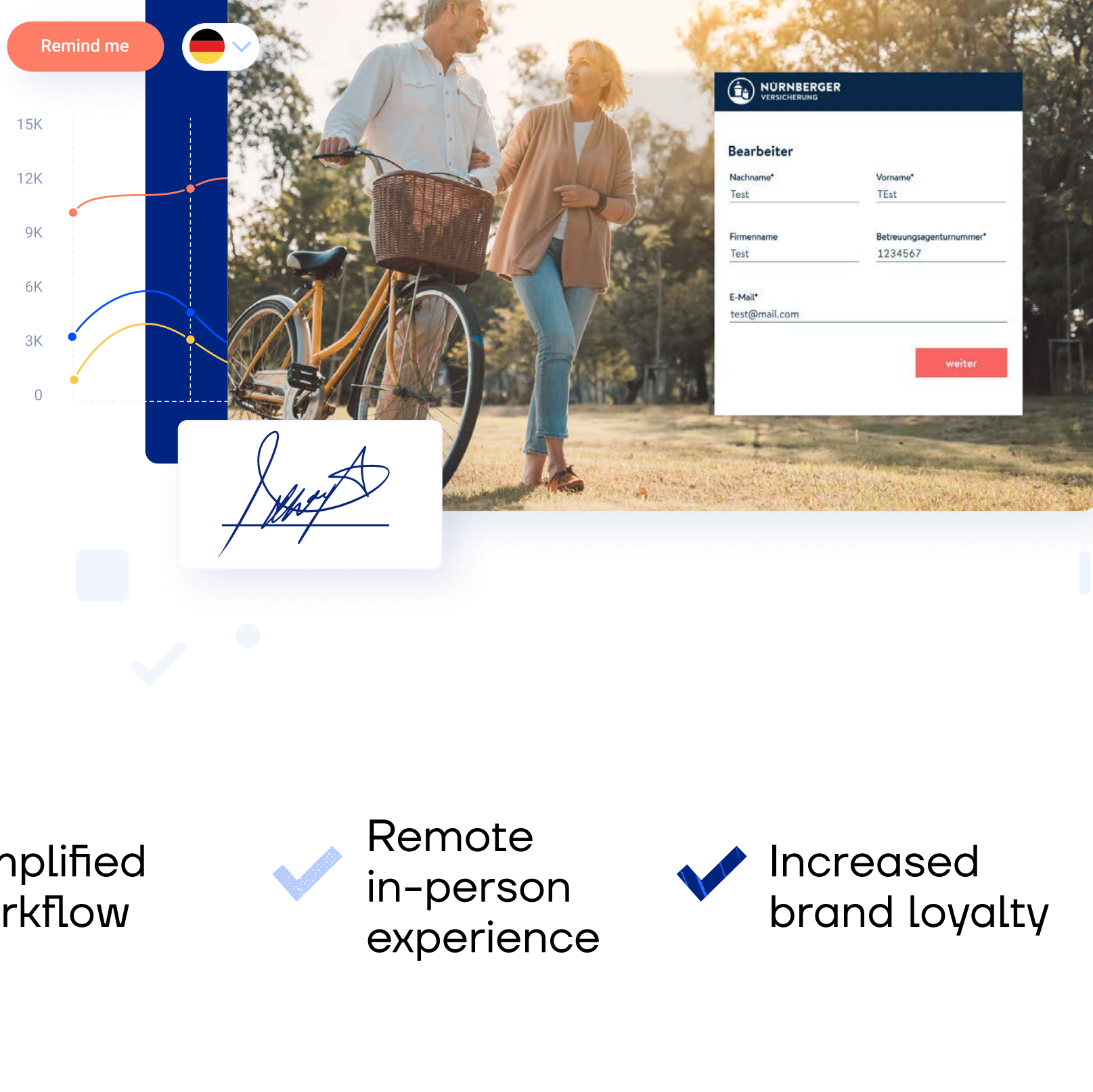


Nürnberg

Offering flexibility in times of uncertainty

Change is inevitable. Nürnberger needed to act fast when anticipating a tsunami of policy cancellations as a result of Covid-19. By working with EasySend, they created a digital journey that gave their customers flexible options to adjust, pause or cancel their plan stress-free.



Live in 6 weeks

Faster ROI

Simplified workflow

Remote in-person experience

Increased brand loyalty

"It only took us six weeks from the first call with EasySend to the deployment of our digital workflow."
Heinrich Fritzlar
 Head Group Application Development

Helping customers find the right insurance

Nürnberger is a German insurance company offering full coverage across a wide range of product lines: customers' insurance, private health insurance, property insurance, accident insurance, and car insurance. Known for their exceptional customer support, Nürnberger focuses on innovating with the times to meet their customer's ever-changing needs.

- Industry**
 Life, health, accident, and car insurance

Geo
 Germany

Digital journey
 Covid-19 plan adjustment
- Feature highlight**
 Co-Browsing
 EasySign
 Journey Sender
 Roles and permissions

The mission: Act fast during Covid-19

As a company that strives to meet customer expectations, being agile is an essential part of their business. When Covid-19 hit, Nürnberger anticipated a flood of support calls from customers facing financial distress. They needed a fast solution that could help assist customers through the uncertainty and reduce support calls.

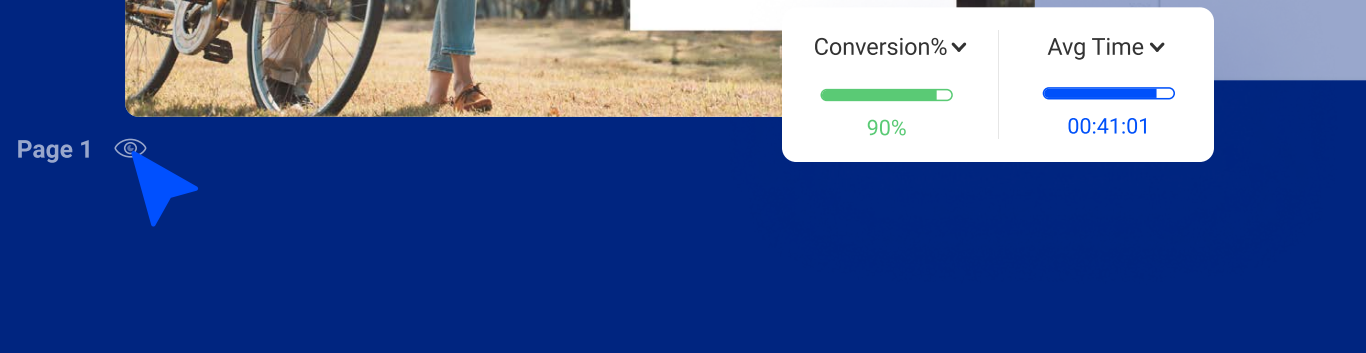
The solution: Create a digital journey with flexibility

Nürnberger launched a new digital customer journey in six weeks—from demo to live. This unique online experience guided customers through adjusting, pausing, or canceling their current insurance plans. By offering flexible options, customers could choose the best solution for them. Putting the customer first helped Nürnberger maintain and build their customer loyalty and stay true to their brand.

With EasySend's Co-Browsing and electronic signature solutions, Nürnberger makes it easy to complete the process online and support customers in real-time when needed.

Mitigating the impact of real-world issues

- Making changes stress-free**
 A new Covid-19 digital journey that makes it simple for customers to adjust their insurance plans.
- Becoming more agile**
 Creating a solution in six weeks that helps Nürnberger and their customers adjust to the new reality.
- Shifting into gear**
 Nürnberger is preparing to digitize more complex manual processes to simplify workflows for customers and employees.
- Building brand trust and loyalty**
 By putting their customers first and anticipating challenges, Nürnberger has gained their customers' trust and loyalty when they need it the most.



The power of EasySend at Nürnberger

Building • Sending • Assisting

No-code builder
 Nürnberger created a digital customer journey from scratch to proactively support their customers through times of uncertainty.

Journey Sender
 Employees can prefill customer info and send digital customer journeys all from one place.

Branded communication
 Nürnberger's customer experience from digital journeys, emails, and text all reflect their brand.

Co-Browsing
 When needed, Nürnberger assists customers remotely by sharing screens and helping clients complete the digital journey in real-time.

Roles and permissions
 Specific roles are assigned for each step in the workflow so the right people have access at the right time.

Electronic signature
 Nürnberger uses our electronic signature capabilities to make it easy to sign on any device.

Swift response and delivery

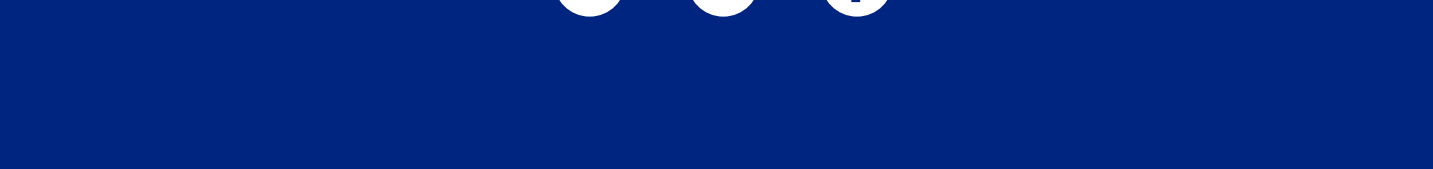
"Our project with EasySend was an absolute success. We were able to move swiftly to assist our customers in financial distress and help them overcome Covid-19 related challenges. The speed of implementation was incredible."
Heinrich Fritzlar
 Head Group Application Development

Start your digital transformation with EasySend

Ready to cut out manual tasks and thrive remotely? Our experienced team has created over 2000 digital customer journeys in the insurance, banking, and financial enterprise industries.

About EasySend

EasySend helps enterprises go digital at a fraction of the cost and time. With our no-code platform, transform any insurance, banking, or financial manual process into a digital customer journey in days. Learn more at easysend.io.



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