

Crawford

Intelligent Technology

Crawford iQ™ – It's more than just *Information Technology*, it's *Intelligent Technology*.

Crawford & Company® provides its employees and clients with the most advanced set of Information and Communication Technology (ICT) tools in the industry. They are integrated, flexible and user-friendly. By design, they foster a faster and simpler workflow environment and deliver forward-thinking, cutting edge solutions that clients value. As a way to categorize and describe this innovative suite of ICT products and services, we now refer to our systems collectively as Crawford iQ.™ Delivered in four easy offerings, Crawford iQ provides the intelligence that powers The Crawford Solution,™ the most comprehensive global, integrated solution for all corporate, insurer and re-insurer claims administration.

Crawford iQ simplifies our extensive offering of technological services and processes in a way that is easy to understand. This is accomplished by consolidating our ICT products and services in a meaningful and logical manner according to their specific function. The goal is to make Crawford's state-of-the-art technology approachable, accessible, and uncomplicated.

Elements of Crawford iQ

Crawford iQ consists of high-quality technology, data and processes categorized in four easy offerings. These include:

- Crawford iQ Portal™ – Offers clients a gateway to access the work we do for them
- Crawford iQ Claims Manager™ – Delivers a vast array of claims management solutions
- Crawford iQ Analytics™ – Provides clients with claims analytics, dashboards and reports
- Crawford iQ Mobile™ – Allows claims to be managed anytime, anywhere on PC's and mobile devices



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1001 Summit Blvd | Atlanta GA 30319 | crawfordandcompany.com | choosebroadspire.com



Some examples of products falling under each of the four categories

Crawford iQ Portal™

- **Desktop:** Common customizable portal and one stop shop for access to applications, data, reports, news feed, and social collaboration using a web browser or a mobile device
- **Citrix Xenapp 6.5:** Secure portal to earlier technology applications such as *RiskTech™*, *CMS*, and *Cognos Finance*
- **WebView/CMS Lite:** Client portal for *CMS* data and self service functions
- **MyClaims Agent:** Gateway for global Affinity programs

Crawford iQ Claims Manager™

- **CMS (Claim Management System):** Leading global claim management technology for Property & Casualty business used in 18 countries
- **RiskTech™:** Claim management system specialized for Workers Compensation, General Liability, and Third Party Administration (TPA) claims and used by Broadspire U.S.
- **MyClaims:** Adjuster technology for web-based and mobile access to their claims and claim related functionality such as posting and managing dockets, viewing and managing diary, claimant and subscriber information, attachments, trial fee, etc.
- **Medical Management Systems:** Suite of technologies including *CareTech™*, *Mitchell SmartAdvisor™*, *Physician Review System (PRS)* and *CID Management's RITE Platform* used in medical case management services such as field case management, telephonic case management, utilization management, return to work, medical bill review, and physician review
- **ClaimHub:** Claim system specialized for vehicle claims and used by U.S. Property & Casualty

Crawford iQ Analytics™

- **DMITRI:** A comprehensive, scalable risk management information system (RMIS) that aggregates claim-related data and provides wide range analytics for managing risk and claims
- **Tableau®:** Rapid data analysis and visualization technology used for a wide range of analysis aimed at optimizing operations, improving client service, and aiding strategic planning
- **Cognos BI:** Business intelligence technology for broad scale deployment both for internal and external needs such as daily operations reporting, financial reporting and client stewardship reporting
- **Data Mining:** Advanced data mining tools for finding patterns, drivers of various outcomes, and insight from historical data
- **Predictive Modeling and Forecasting:** Advanced predictive modeling tools for creating models to predict important outcomes such as claim severity, likelihood of litigation, customer churn, etc.

Crawford iQ Mobile™

- **Global Intake:** Customizable intake technology that allows users to submit claims to Crawford from anywhere in the world to anywhere in the world
- **Desktop:** Desktop functionality is also exposed to mobile devices to allow mobile users access to content and functionality using tablets and smart phones
- **MyClaims:** All MyClaims functionality required to process claims is also exposed to mobile devices to aid field adjusters; this includes dockets, diary, claimant and other modules
- **Site Assessment, Pre Loss Assessment, and other variants:** Mobile site assessment tool that helps adjusters complete various assessment activities while on the site, including documenting the case using photos and videos and automatically creating a client report and sending it to clients within minutes of completing the assessment
- **GTS™ Mobile Adjuster Search:** Mobile application to access description of GTS services and search for GTS adjusters globally