

Crawford ™

Intelligent Technology

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

Crawford & Company (Canada) Inc. provides its employees and clients with the most advanced set of Information and Communication Technology (ICT) tools in the industry. The Crawford iQ suite of services represents the consolidation of our ICT products and services in a meaningful and comprehensive manner according to their specific function.

These flexible and user-friendly tools serve to foster a faster and simpler workflow environment and deliver forward-thinking, cutting edge solutions to our clients. As an innovative organization we continually strive to develop state-of-the-art technology that is accessible and uncomplicated, enabling our clients to realize the full advantage and ability of Crawford's information technology capabilities.

Delivered in four easy offerings consisting of Crawford iQ Portal™, Crawford iQ Claims Manager™, Crawford iQ Analytics™ and Crawford iQ Mobile™, this suite of tools and services provides an integrated solution to all of our clients.

Elements of Crawford iQ

Crawford iQ consists of high-quality technology, data and processes categorized into four easy offerings...

- **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 PCs and mobile devices

Some examples of products falling under each of the four categories

Crawford **iQ** Portal™

- **CMS Claims Management System™ (CMS) portal** – CMS is Crawford's proprietary claims administration system, enabling our clients to access claims information through our Web portal, www.crawfordiqportal.ca.
- **CMS Self-Handling ADVANTAGE** – A Web-based system that enables our clients to self-handle desktop losses.

Crawford **iQ** Claims Manager™

- **CMS (Claim Management System)** – Leading global claim management program that houses all details of every file handled by Crawford in Canada, which is accessible both by Crawford personnel and our clients.
- **HealthWorks ADVANTAGE** – A Web-based tool that identifies key psychosocial red flags for workers' compensation claims. Crawford professionals utilize this predictive modelling tool to identify potential return to work barriers and implement effective plans of action.
- **Aurora Photo Application** – Allows us to streamline photographic evidence for claims investigations. Through the use of this application, detailed photographs containing informative captions and notations can be captured, stored and accessed in a systematic and comprehensive fashion.
- **Vocalcom (Contact Centre Technology)** – Scripting technology based on decision-tree modelling that can be customized to meet the individual needs of our clients.

Crawford **iQ** Analytics™

- **Business Intelligence Unit** – Dedicated to generating business analytics with emphasis on data integrity, quality control, and adherence to key measurables. This unit also customizes client dashboards and reports, enabling our clients to track loss data and engage in effective loss management.
- **Command Centre** – The new home of our Business Intelligence Unit. A centralized location for our data analysts to review and synthesize information in support of proactive file management, catastrophic event response and other key service driven functions including stewardship reports, KPI reports, exception reports and dashboards.
- **Data Mining** – Advanced data mining tools enabling us to identify patterns and/or systematic relationships between variables and key drivers of various outcomes, all of which serve as the framework for our predictive modelling capabilities.
- **Stewardship Reports** – Our stewardship reporting capabilities which are enhanced through our Business Intelligence Unit are aimed at translating our clients' data into meaningful information. Stewardship reports identify areas of effectiveness, as well as areas of risk, through trend analysis.
- **Dashboards** – The Command Centre hosts a number of interactive dashboards with a virtual reach across Crawford's branch network, providing access to key trends and information. These tools ensure files are being proactively managed through the use of milestone monitoring and exception reporting.
- **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.

Crawford **iQ** Mobile™

- **Crawford CMS Property ADVANTAGE** – Together with tablet and wireless technology, Crawford CMS Property ADVANTAGE allows property adjusters to complete and upload their first site visit report remotely.
- **Global Intake** – Customizable intake technology that allows users to submit claims to Crawford from anywhere in the world, to anywhere in the world.
- **Site Assessment, Pre Loss Assessment and other Variants** – Mobile site assessment tools that help adjusters complete various assessment activities while on site, including documenting the case using photos and videos, and automatically creating and submitting reports to clients within minutes of completing the assessment.
- **GTS™ Mobile Adjuster Search** – Mobile application to access description of GTS services and search for our adjusters globally via the GTS website www.crawfordgts.com.