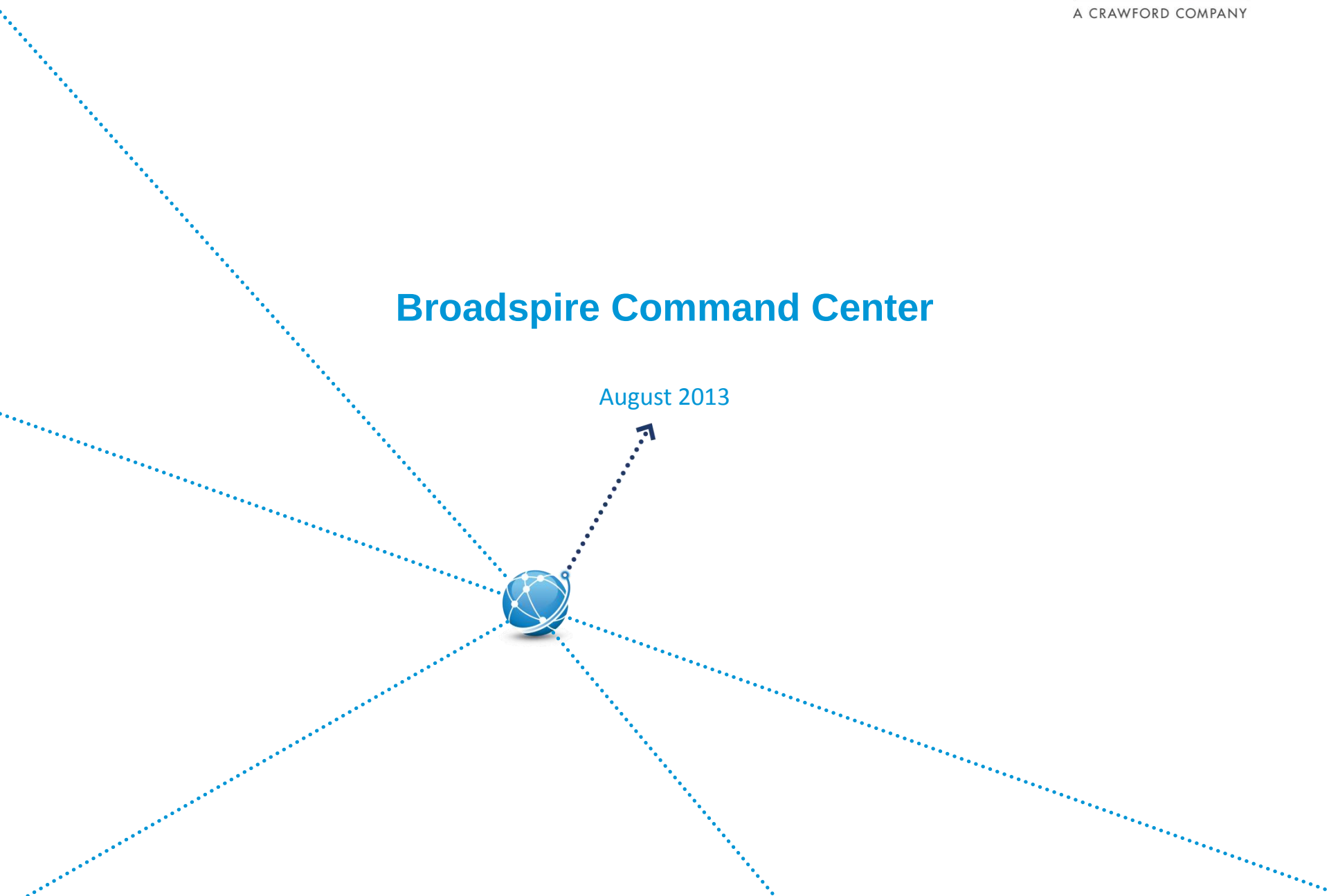
Broadspire Command Center

August 2013



Broadspire Command Center

Broadspire
A CRAWFORD COMPANY

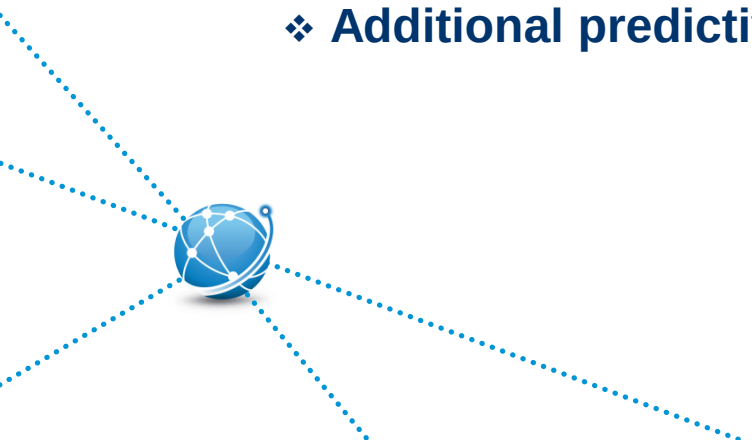
Operational control center located at Crawford & Company world headquarters

Robust and Evolving Capabilities

- Web-based and mobile-enabled allowing access from anywhere
- Centralized data covering multiple countries with access scalable to hundreds of concurrent users
- Flexible views of data distribution
- Visualization of data across units and in relation to key performance indicators at macro and micro levels to quickly identify trends
- Daily data output

Measurable Client Benefits

- Reduce total loss costs and speed injured employees' return to work
- Proactively identify data and outcome trends
- Increased response time to potential issues
- Quality and consistent claim handling
- Additional predictive and data analytics



Broadspire Command Center

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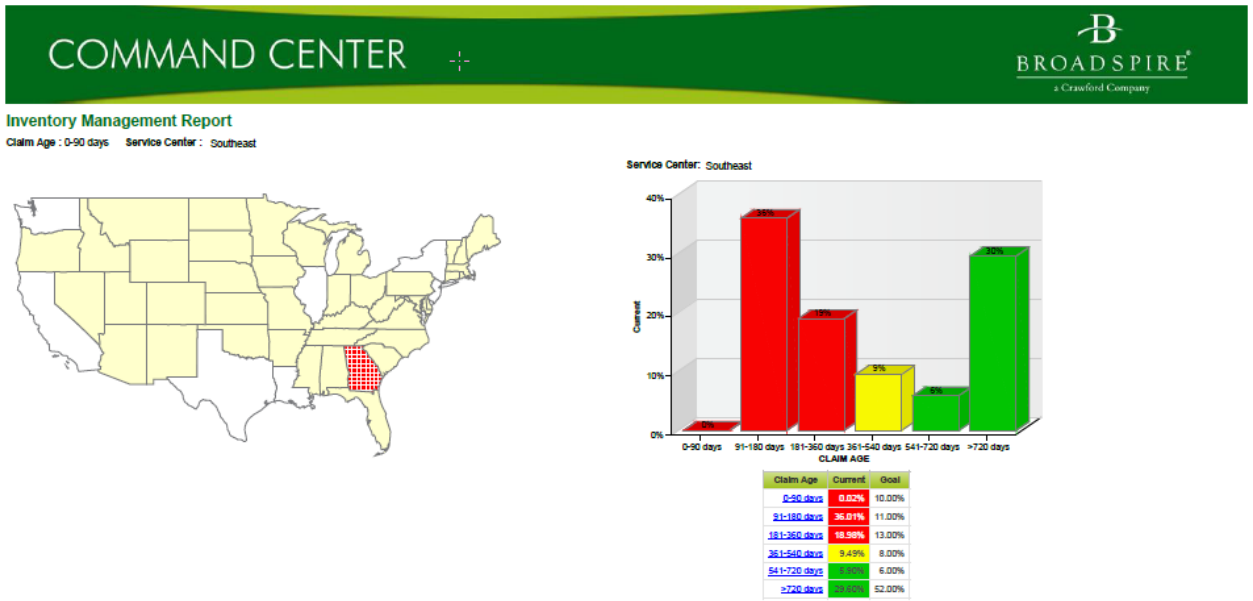
Champion of performance measurement improvements

Broadspire Command Center

Totally transparent view into claim organization metrics

- **Immediate feedback on Key Performance Indicators**
  - **Inventory management**



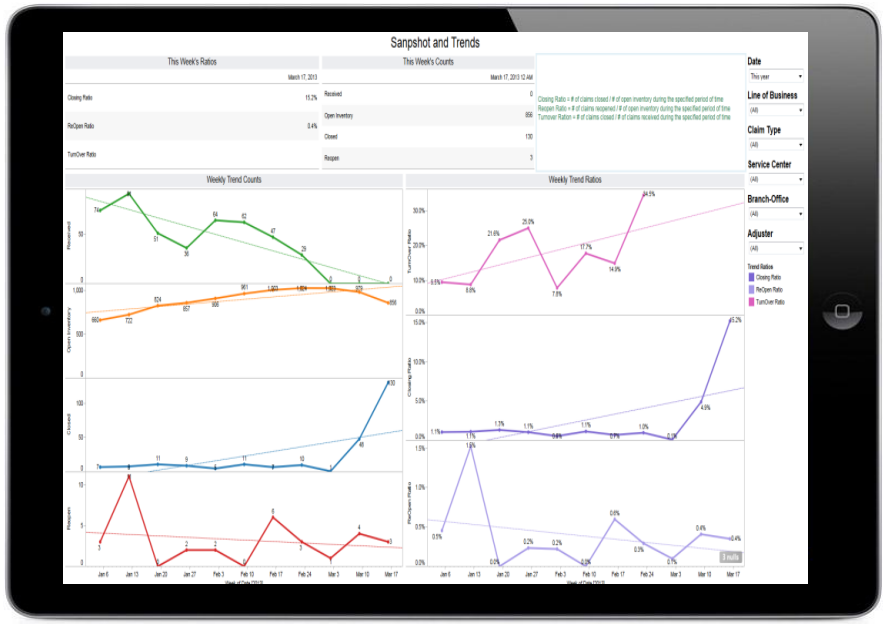
Sample data utilized in all charts for presentation purposes

Management visibility leading to optimization of operations

Broadspire Command Center

Web-based and mobile

- **Investigate trends anytime, anywhere**
  - **Trending**



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Broadspire Command Center

Broadspire
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Deliver exceptional quality performance using advanced analytical methods

- **Dynamic, customizable, flexible visuals**
  - **Client/Carrier Audit Outcomes**

SERVICE CE..	2009	2010	2011	2012
Claim Office 1	90%	94%	96%	93%
Claim Office 2	92%	94%	92%	92%
Claim Office 3	92%	92%	98%	100%
Claim Office 4	95%	96%	95%	93%
Claim Office 5	92%	96%	96%	96%
Claim Office 6	92%	96%	96%	93%
Claim Office 7	92%	98%	96%	92%
Claim Office 8	93%	98%	92%	92%
Claim Office 9	96%	97%	98%	92%

Audit Score Percentage

90% 100%

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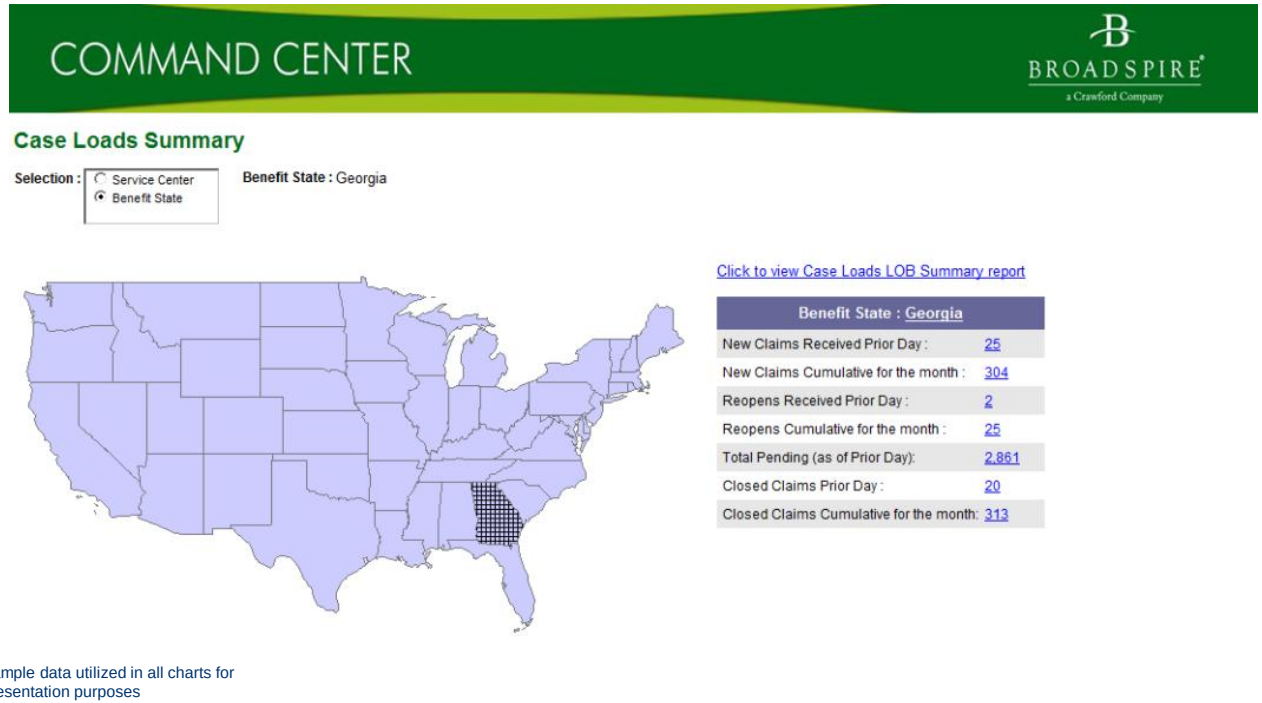
Broadspire Command Center

Continuously monitoring and investigating claim activity

- **Dynamically select any combination of time, office, line of business, etc.**
  - **Case Load and Closure Statistics**



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Management visibility leading to optimization of operations

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