

Shepherd & DroneDeploy Partner for Fewer Claims & Lower Premiums

How DroneDeploy adoption impacts commercial general liability claims data, and how Shepherd underwrites that impact to reward smart builders with differentiated savings.



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— WHAT THE DATA SHOWS

Six years of claims data demonstrates a consistent pattern.

Commercial construction insurance pricing has historically been reactive and slow to consider the changing pace of project delivery. Shepherd built its **Shepherd Savings** program to fix that, so builders are rewarded for using innovative technology that improves safety, quality, and predictability. DroneDeploy is a partner in the Shepherd Savings program.

DroneDeploy is a reality capture platform used on over 3 million sites in 180 countries. It captures site conditions two complementary ways: DroneDeploy Aerial – drone-based flights that map the whole site from above (progress, earthworks, volumes) – and DroneDeploy Ground – 360° walkthroughs that document interior and ground-level conditions. Used together, they produce a single, time-stamped visual record a project team can reference in the field and the office. This study looks at how that documentation correlates with commercial general liability claims outcomes.

This study tests the program's central premise against six years of our aggregated General Liability claims data: does construction technology adoption produce measurably better risk outcomes for the contractors using it?

The answer, across 806 policyholders and the 2019 to 2024 policy window, is yes.

44% fewer CGL claims for DroneDeploy users compared with non-users.	48% lower average CGL loss rate for DroneDeploy users compared with non-users.
51% lower average loss rate for users running both Ground and Aerial products, compared with non-users.	35% improvement in average loss rate among tenured DroneDeploy users vs. their own pre-adoption baseline.

The study is observational, not experimental. It does not prove DroneDeploy alone caused these outcomes. It does show that the contractors using DroneDeploy, over a meaningful portfolio and window, performed materially better than the ones who did not. For brokers and insureds working with Shepherd, that performance is now priced in through the Shepherd Savings program. Past results are not a guarantee of future outcomes. Shepherd and DroneDeploy are independent companies; nothing in this study implies any affiliation, joint venture, or common ownership between them.

— THE DATASET

Claim frequency and loss rate studied from 2019-2024

Shepherd writes commercial general liability (CGL) for general contractors, trade contractors, and owner/developers. Across the 2019 to 2024 policy window, Shepherd's claims database held 806 accounts with enough exposure to be comparable on a revenue-normalized basis. Of those, 107 were active DroneDeploy users at some point in the window. The other 699 were not.

Shepherd's Actuarial Data Science team compared two simple things across the two groups.

Claim frequency. How many CGL claims each group experienced. Frequency is the cleanest signal for how often claims are experienced, regardless of their final incurred cost.

Loss rate. Total losses incurred on a per unit basis. Loss rate is what insurance providers actually pay out and what drives pricing.

The DroneDeploy user group is segmented two ways. First, by product mix (Ground only, Aerial only, or both Ground + Aerial). Second, by tenure: the first 24 months after adoption is the Onboarding phase, and month 25 onward is the Tenured phase. The tenure cut lets us compare a contractor against their own pre-adoption baseline, which controls for differences between firms.

SAMPLE AT A GLANCE

Policyholders	806
DroneDeploy users	107
Non-users	699
Policy years	2019 – 2024
Coverage line	CGL

Source: Shepherd policyholder claims database.

This analysis was performed by Shepherd on Shepherd's own aggregated, anonymized claims data. DroneDeploy did not provide or share any customer or project data. See Disclosures.

Past results are not a guarantee of future outcomes. Shepherd and DroneDeploy are independent companies; nothing in this study implies any affiliation, joint venture, or common ownership between them.

01 — CLAIM FREQUENCY

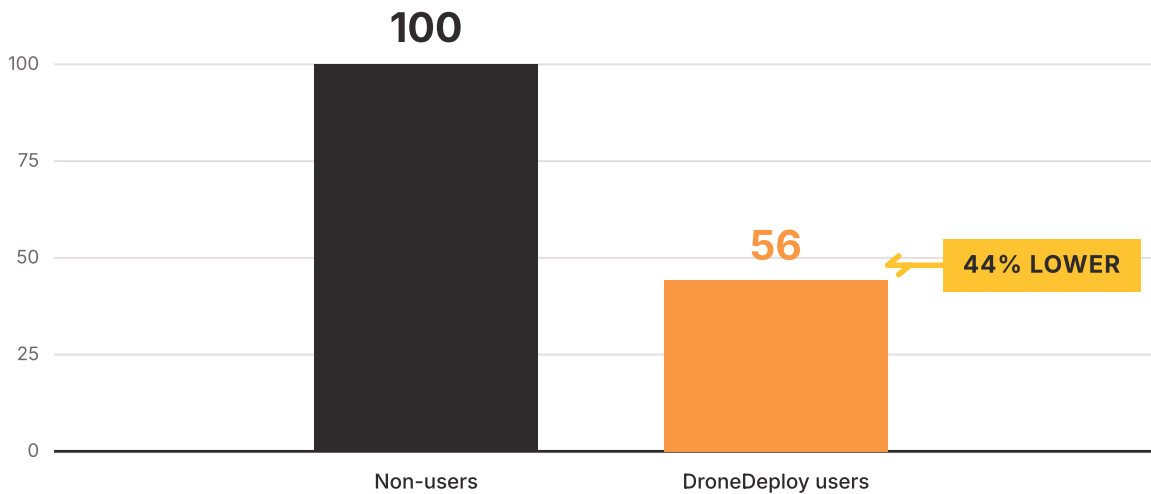
DroneDeploy users experience 44% fewer claims.

The most observable impact is claims frequency. The contractors in this study who used DroneDeploy experienced claims at a rate 44% below the non-user group.

Site documentation, progress capture, dispute reduction, and earlier defect catch all push outcomes in the same direction: fewer surprises on a jobsite means fewer claims off it.

CHART 01 · CGL CLAIM FREQUENCY, INDEXED

Non-users = 100



Source: Shepherd policyholder claims database, 2019-2024. n=806 (107 DroneDeploy users, 699 non-users).

02 — LOSS RATE

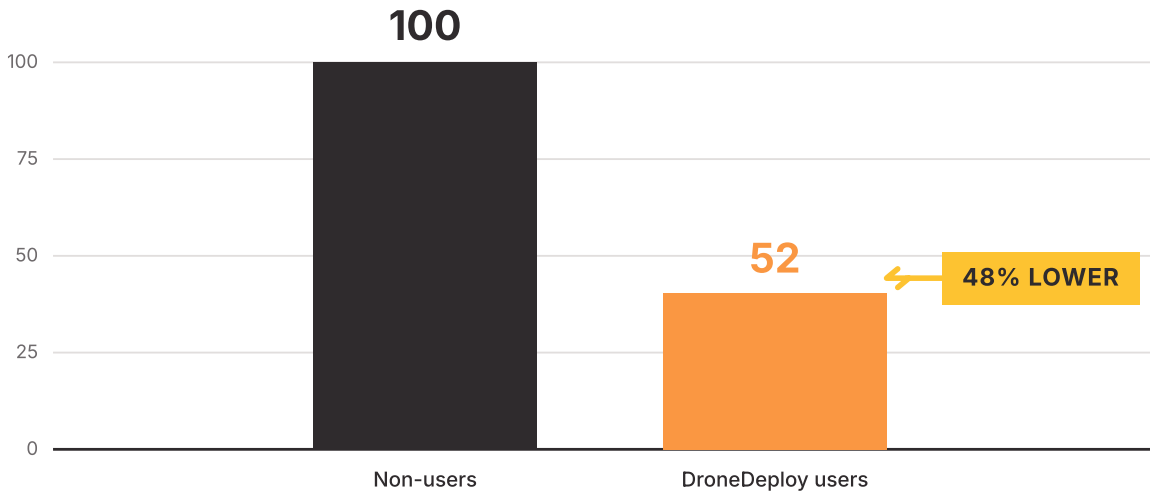
DroneDeploy users carry a 48% lower average loss rate.

Claim frequency tells you how often. Loss rate tells you how much insurers are paying. A single large severity claim can dwarf a high frequency of small ones. Loss rate captures the full dollar weight of what shows up in the claims file.

Across the study window, DroneDeploy users carried an average loss rate 48% below non-users. That is a larger gap than the claim frequency number, which means the DroneDeploy user claims that did occur also tended to be smaller on a revenue-normalized basis.

CHART 02 · CGL LOSS RATE, INDEXED

Non-users = 100



Source: Shepherd policyholder claims database, 2019-2024. n=806 (107 DroneDeploy users, 699 non-users).

03 — PRODUCT DEPTH

Ground and Aerial users do better than single-product users.

Contractors using Ground-only or Aerial-only products carried an average loss rate lower than non-users. Interestingly, Contractors using both DroneDeploy Ground and DroneDeploy Aerial carried an average loss rate 51% below non-users — a significant relative improvement compared to single-product users.

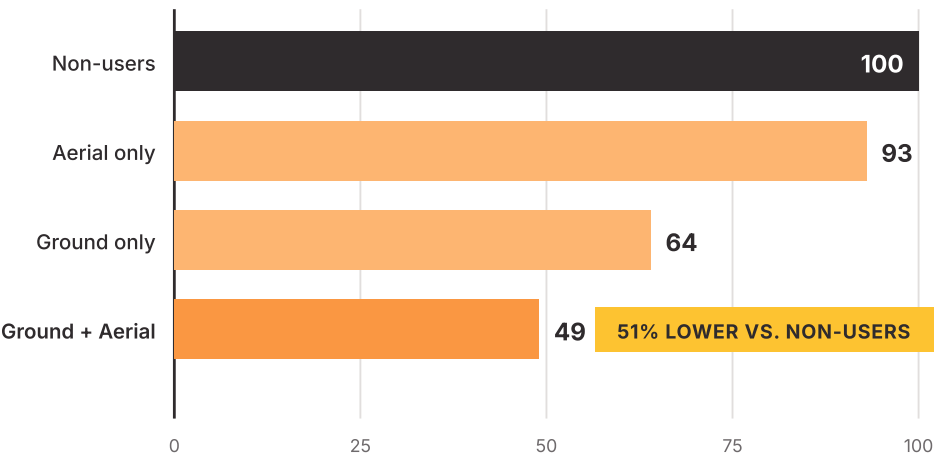
This is the strongest indicator that the technology use directly impacts loss outcomes. If the result were driven by selection bias alone (i.e. otherwise better-run firms being

DroneDeploy users), it would not be expected for breadth of product use to significantly influence average loss rate outcomes. Dual-modality users are not necessarily a better class of contractor than single-product users. They are using more of the toolset, and the data suggests that matters.

The implication for builders: being multi-modal in reality capture is an effective risk management strategy with major implications on loss experience.

CHART 03 · AVERAGE LOSS RATE BY PRODUCT MIX, INDEXED

Non-users = 100



Source: Shepherd policyholder claims database, 2019-2024. n=806 (107 DroneDeploy users, 699 non-users).

04 — MATURITY CURVE

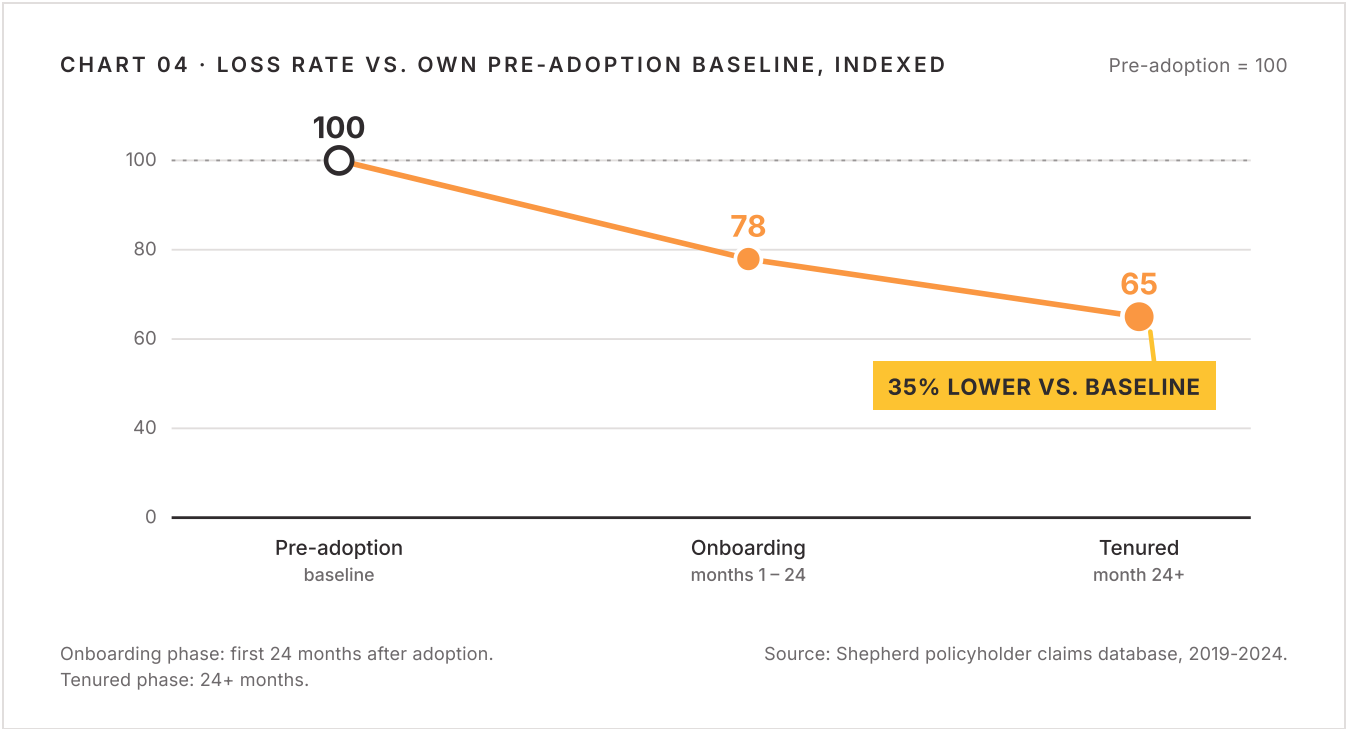
Loss rates improve as DroneDeploy users mature.

The clearest test of whether the technology is doing work, and not just signaling a better contractor, is to compare a contractor against themselves before and after adoption.

The first 24 months after a contractor adopts DroneDeploy is the **Onboarding** phase. Workflows are still settling. Adoption is uneven across project teams or isolated to a single site. The data for this phase looks better than non-users, but the gap is smaller.

Past the 24-month mark is the **Tenured** phase. The adoption is more standardized. In the tenured phase, contractors in this study showed an average loss rate 35% below their own pre-adoption baseline.

The maturity curve matters for two reasons. First, it tells brokers and insureds that the Shepherd Savings program returns more over time, not less. Second, it tells DroneDeploy users who are early in their adoption that the trajectory will only improve more over time.



— WHY THIS MATTERS FOR BUILDERS

Safer jobsites & lower premiums. Shepherd is the insurance provider built for both.

For most of commercial insurance history, a contractor's investment in safety, technology, and process improvement did not show up in their premium until years after the data caught up. By then the data was already old.

Shepherd Savings closes that gap, and Shepherd is the only commercial insurance provider with this capability natively built-in. Once they share the relevant platform data, Shepherd-insured contractors receive upfront premium credits at enrollment, with additional savings at renewal once the usage data is in. DroneDeploy is a qualifying platform in the Shepherd Savings program. Credits are earned based on verified use of a participating technology, and each platform is assessed on its own claims data – the figures in this study reflect DroneDeploy usage specifically.

The savings program's premise is that the risk-reduction work happening on the jobsite should be priced into the policy. This study supports Shepherd's conviction in the value of these tools on risk reduction in the field.

A contractor running DroneDeploy is investing in jobsite documentation, dispute reduction, defect catch, and progress visibility. The contractors who do that work experience fewer claims, and the claims they do experience cost less on average.

Shepherd Savings takes those behaviors and prices them in to reward builders for their investment in making their jobsite smarter and safer.

SHEPHERD SAVINGS

Savings designed to reward safe builders.

A new kind of partnership where insurer, broker, and client work together to reduce risk and share the upside.

Up to 25%

lower premiums, applied as automatic, upfront credits on qualifying programs.

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- ◆ Monthly utilization reporting, with recommendations to reduce claims.
- ◆ A dedicated savings specialist on every program.

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— DISCLOSURES

What the data does and does not claim.

This study is observational, not experimental. The contractors in this study chose DroneDeploy on their own. Shepherd did not assign them to a treatment group. That means the headline numbers reflect the combined effect of DroneDeploy adoption and any other characteristics that may correlate with that choice.

We control for some of this in two ways. First, the Ground + Aerial comparison within the user base (Finding 3) shows that product depth tracks with outcomes, which is harder to explain through selection effects alone. Second, the maturity curve (Finding 4) compares contractors against their own pre-adoption baseline, which controls for stable contractor-level characteristics.

The dataset is Shepherd's. It reflects the aggregated loss data collected across thousands of submissions and claims actuarially developed to their ultimates using in-house modeling. It does not extrapolate to other carriers, other lines of business, or contractors outside this book. A contractor not insured by Shepherd may see different outcomes, and a Shepherd-insured contractor may see different outcomes than the population average.

The premium savings figures referenced in this report reflect the Shepherd Savings program structure and are subject to state-by-state regulatory disclosure requirements. Actual savings vary by account.

DESIGN	WINDOW	SAMPLE	NORMALIZATION
Observational, retrospective	Policy years 2019 to 2024	806 policyholder accounts	Revenue-indexed

Not a guarantee of future results. The historical claims and loss experience described here does not guarantee or predict future results. Actual claims, loss, and premium outcomes vary by contractor, project, coverage, and jurisdiction.

Independent companies. Shepherd and DroneDeploy are separate, independent companies. This study reflects a commercial partnership only. Nothing in it creates or implies any joint venture, affiliation, agency, or common ownership, and neither company speaks on behalf of the other.

Data & Privacy. This study was conducted by Shepherd using Shepherd's own aggregated commercial general liability claims data. Results are reported only in aggregate, indexed form – no individual contractor, project, or claim is identified. DroneDeploy did not provide, sell or share any customer or project data for this study. A policyholder was counted as a "DroneDeploy user" based only on whether they were a DroneDeploy customer during the policy window – not on the contents of their DroneDeploy account. Participation in the Shepherd Savings program going forward is voluntary and opt-in. Contractors and owners choose whether to share platform usage data with Shepherd to qualify for premium credits, and any such sharing is limited to the insured project or portfolio.

ABOUT SHEPHERD

Shepherd is the AI-native insurance technology platform making risk frictionless for builders and operators shaping the physical world. The company combines proprietary AI underwriting technology, real-time construction data integrations, and deep industry expertise to deliver commercial insurance with speed, precision, and intelligence. Shepherd insures construction, infrastructure, and energy projects for companies ranging from mid-market general contractors to the firms building frontier AI infrastructure. Headquartered in San Francisco with offices nationwide.

More: shepherdinsurance.com

ABOUT DRONEDEPLOY

DroneDeploy powers field teams with robotics and AI. Used on over 3 million sites in 180 countries, DroneDeploy is the only platform that combines drones, robots, 360 cameras and AI agents to capture and organize site conditions into a single, time-stamped record that teams can trust in the field and office. From construction and energy to infrastructure and agriculture, the world's largest companies use DroneDeploy to document work in place, verify quantities, resolve disputes faster and keep projects on time, on budget and safe.

More: dronedeploy.com



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