RNS Number : 9768M
Craneware plc
20 July 2026

This announcement contains inside information as stipulated under the UK version of the Market Abuse Regulation No 596/2014 which is part of English Law by virtue of the European (Withdrawal) Act 2018, as amended. On publication of this announcement via a Regulatory Information Service, this information is considered to be in the public domain.

20 July 2026

Craneware plc
("Craneware" or the "Company")

Notice of Cyber Security Incident

Craneware (AIM: CRW.L), a leader in healthcare financial performance solutions, reports that it has identified and is responding to a cyber security incident involving unauthorised access to a subset of its data environment.

The Company's incident response plan has been activated, including the appointment by the Board of external cyber security and forensic specialists. Their investigation is ongoing, alongside the Craneware IT team and the Company's retained cyber security service providers.

The incident has been contained and there has been no disruption to customer services or to the Company's operations. The external specialists have confirmed that there are no residual indicators of compromise arising from the cyber security incident in the Company's systems

The Company has notified the relevant regulators and law enforcement agencies, including the Information Commissioner's Office in the UK and Federal Bureau of Investigations in the US.

Investigations so far have established that a significant volume of file names were viewed and exfiltrated. The current assessment is that a large element of the data involved is non-sensitive or already public regulatory data. A percentage of Craneware employee data as well as a subset of customer and partner records have been accessed and exfiltrated.

The Company is continuing to assess the precise nature and scope of all the data involved and is working with its advisers to identify affected parties and prepare appropriate notifications, including any required further notifications to relevant authorities, in each case in accordance with applicable regulatory obligations.

The Company will update the market as appropriate.

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About Craneware
For over 25 years, The Craneware Group (AIM:CRW.L) has been a leader in healthcare financial and operational transformation, delivering cutting-edge technologies that drive measurable impact. Our Trisus® cloud ecosystem unifies data, revenue intelligence, margin intelligence, and advanced analytics, enabling healthcare organizations to optimize performance, improve financial sustainability, and drive strategic growth. As a trusted Microsoft partner, we provide future-ready solutions-including the Best in KLAS Trisus Chargemaster - that simplify the complexities of healthcare finance and operations. What sets us apart is our unique combination of deep healthcare expertise and engineering excellence, positioning us as a strategic partner rather than just a technology provider. The Craneware Group empowers healthcare organizations to achieve sustainable financial success while delivering better outcomes for the communities they serve - today and in the future. Together, we are transforming the business of healthcare.

Learn more at www.thecranewaregroup.com

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