

**UNCITRAL Colloquium on Dispute Settlement  
Dispute Resolution in the Digital Economy**

**IBA Guide on  
Technology Resources for Arbitration Practitioners**

<https://www.ibanet.org/technology-resources-for-arbitration-practitioners>

**28 March 2022, Sarah McEachern**

# Technology Resources for Arbitration Practitioners

## Technology Resources for Arbitration Practitioners

[See resources ▼](#)

[Disclaimer ▼](#)

Advances in technology can be utilised by arbitration practitioners, parties and tribunal members to make international arbitrations more efficient, more cost-effective, more secure and more dynamic. Yet, because technology advances and changes so rapidly, many arbitration practitioners find themselves unable to keep abreast of new technology or are unsure as to whether and how such technology can be applied to their proceeding.

The IBA Arb40 Subcommittee has endeavoured to take a first step towards making modern day technology more accessible to arbitration practitioners by gathering a list of currently available technological advances that can be used to augment or assist an international arbitration. We hope that this guide to Technology Resources for Arbitration Practitioners becomes a key reference for young and older arbitration practitioners alike.

Our sincere gratitude is expressed to all members of the IBA Arb40 Steering Committee who dedicated their valuable time to work on this guide, namely: Jennifer Permesly, Skadden Arps Slate Meagher & Flom; Sarah McEachern, Borden Ladner Gervais; Hu Ke, Jingtian & Gongcheng; Anina Liebkind, Baker McKenzie; and Shreyas Jayasimha, Aarna Law. Special thanks are due to Jennifer Permesly, who conceived the idea of a project relating to technology and who has been the driving force behind this guide.

**Noradèle Radjai and André de A Cavalcanti Abbud**

*Co-Chairs, IBA Arb40 Subcommittee, March 2019*

# Overview of Guide

**Latest:** Technology Tools to Support Virtual Arbitrations



Audio and videoconferencing



Document collection, review  
and production



Management and transfer of  
arbitration data



Presentation of graphics and  
evidence



Virtual reality and augmented  
reality



Analytical tools and mind  
mapping



Translation and interpretation



Cybersecurity and data privacy

# Technology Tools to Support Virtual Arbitrations

- **Virtual hearing platforms**
- **Remote interpretation and/or translation services**
- **Arbitral institution services**

# Technology Tools to Support Virtual Arbitrations

## Virtual hearing platforms

[Expand all](#) | [Collapse all](#)

Bluejeans

Endispute

Google Meet

GoToMeeting

Immediation

Legaler

Microsoft Teams

Transperfect

TrialMax Cloud

Trustpoint.one

Vidyo

WebEx

Zoom

## Remote interpretation and/or translation

[Expand all](#) | [Collapse all](#)

Interprefy

Kudo

Morningside

Transperfect

## Arbitration Institution Services

[Expand all](#) | [Collapse all](#)

American Arbitration Association/International Centre for Dispute Resolution

Dubai International Arbitration Center

Arbitration Place

German Institute for Arbitration

Hong Kong International Arbitration Centre

International Chamber of Commerce

International Centre for Settlement of Investment Disputes

Lagos Court of Arbitration

London Court of International Arbitration

New York International Arbitration Centre

Swiss Chambers' Arbitration Institution

Arbitration Institute of the Stockholm Chamber of Commerce

Singapore International Arbitration Centre

# Virtual Hearing Platforms

TrialMax Cloud

Trustpoint.one

Vidyo

WebEx

Zoom

Documents can be shown to a witness using the 'share screen' button; the examining party selects the specific document and shows it to the witness. Participants can also share their entire screen.

Zoom also offers a simultaneous interpretation feature, which will give the interpreters access to their own audio channels. Attendees can select an audio channel to hear their language of choice. Attendees will hear the translated audio and can choose if they want to hear the original audio at a lower volume.

Zoom has a breakout room feature, which allows users to split the meeting into 50 separate sessions. The meeting host can choose to split participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

Zoom users are able to record the meeting video and audio. A participant's ability to record can be disabled.

Zoom has an in-meeting text chat which allows users to send messages to each other within a meeting. Private messages between participants are not viewable by the host.

Gallery view in Zoom allows users display up to 49 participants in a single screen. There is also an active speaker view, which will switch the large video window between who is speaking. Mini window view allows users to minimise the Zoom video, but keep it on top of any other applications that are open on the computer.

<https://zoom.us>

# Document Collection, Review, and Production

## Document collection, review and production

Project menu ▾

Resources

Disclaimer

The collection, review and production of electronic documents can be one of the most costly and time-consuming phases of arbitration, particularly where there is a vast number of potentially relevant electronic documents to review. Advances in software engineering and machine learning may render the processes of collection, review and production of e-documents more efficient and cost effective.

The technologies presented in this chapter are organised into the following three categories: document review platforms, software/AI applications for document review and specialised vendors for document review.

DOCUMENT REVIEW PLATFORMS

SOFTWARE/AI APPLICATIONS FOR DOCUMENT REVIEW

SPECIALISED VENDORS

# Document Collection, Review, and Production

## SOFTWARE/AI APPLICATIONS FOR DOCUMENT REVIEW

There are myriad software applications that can be used within document review platforms to further assist with all stages of document collection, review and production.

- › At the collection stage, for example, specialised software can assist with the collection and review of documents in unstructured data formats (eg, chats, Multimedia Messaging Service (MMS) and Short Message Service (SMS) messages) by grouping the messages into a coherent format that the reviewer can read sequentially.
- › Software can help reviewers to visualise data in the documents that would not be easily apparent from a linear review. For example, there is software that allows users to quickly access trends in data types and volumes through a bird's-eye view of the flow and volume of email, or email timelines. Another example is social network visualisation, which simplifies the document view by consolidating email aliases into a single identifier representing each person. This helps to identify relevant information as well as map the participants in relevant conversations.
- › At the production stage, auto-redaction software tools can reduce the time needed for the linear review of documents containing privileged and sensitive information. There are also tools that allow the markup and redaction of voluminous native Excel and image files. Redactions applied in one document can be automatically applied to duplicate content in other documents. There are also software applications that can automatically find and redact sensitive information, such as sensitive words, phrases, social security numbers and credit card numbers.
- › Parties may choose to apply some form of technology assisted review (TAR), continuous active learning, and/or predictive coding to categorise and code massive amounts of documents in a potentially shorter period of time. Continuous active learning allows users to train a model to identify responsive documents through the review and modelling of a small initial set of documents. The software then applies the model to the remaining set of documents and provides suggestions for the coding of those documents. As the reviewer conducts a secondary review of the coded documents, the software adapts and changes its coding to match the inputs from the reviewer.

The following is a non-exhaustive list of software developers who make some of the applications discussed above:

- › Brainspace: [www.brainspace.com](http://www.brainspace.com)
- › KLDISCOVERY: [www.kldiscovery.com](http://www.kldiscovery.com)
- › NexLP: [www.nexlp.com](http://www.nexlp.com)
- › Sentio Software: [www.sentiosoft.com](http://www.sentiosoft.com)
- › Veritone: [www.veritone.com](http://www.veritone.com)



# Virtual Reality and Augmented Reality

Virtual reality (VR) and/or augmented reality (AR) are relatively new to the market and are yet to make significant inroads into international arbitration. VR technology allows the creation of immersive virtual environments (IVE), which are artificial, interactive, computer-created scenes combining high-resolution projections and 3D computer graphics that give the user the experience of being present in a virtual environment.

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A2L Consulting (formerly Animators at Law)

Cogent Legal

Courtroom Visuals

DAQRI Worksense Model

# Conclusion

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