

An iceberg floating in dark blue water against a black sky. The visible tip of the iceberg is white and jagged, while the much larger submerged part is visible below the water line. The text is overlaid on the iceberg.

# Technology reshaping dispute resolution

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# Manage



## Prepare

- Data analysis for finding cases or venues
- Predictive analysis of outcome, time or cost
- Databases, e.g. for arbitrator searches



## Manage

- End to end platforms
- Case management platforms
- E-bundle solutions, virtual hearings



# Resolve



## Settle

- Escalation solutions using logics and guided process
- Blind bidding platforms
- Automated/templated settlement agreements



## Solve

- Predictive AI solutions
- Decentralized justice  
(Games theory based, crowd-sourced, non-expert solutions)



# Enforce



## Automated awards

- Using e.g. blockchain



## Singapore convention

- Alternative routes to enforcement



# Challenges



## **Inherent in underlying tech**

Access to data  
Bias in data  
Transparency  
Predictability



## **Access to technology = access to justice?**

Uneven distribution  
Assess in smaller languages and  
jurisdictions



## **Legislation and legacy**

Gaps in regulation?  
Best practices too  
restricting?



# UNCITRAL focus



**Areas with the most adoption?**

Managing disputes



**Areas with the most potential and the most challenges?**

Artificial Intelligence



**UNCITRAL**

Promoters of technology  
Guardians of the rule of law