

# ONLINE PLATFORMS FOR DISPUTE RESOLUTION

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REDEK



# About Us

**We are a Colombian startup that implements and optimizes electronic dispute resolution systems, to the requirements of our clients.**

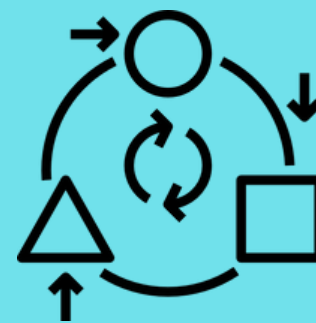




**ACQUISITION OF ODR  
TECHNOLOGIES**



**DEVELOPMENT CONSULTANTS**



**CUSTOMIZATION OF PLATFORMS**



**Implementation of ODR  
conciliation during the  
pandemic with the  
assistance of Microsoft  
Teams**



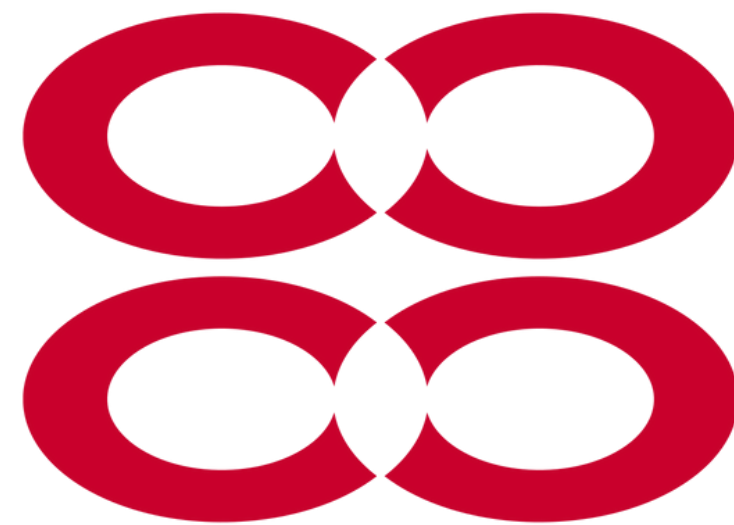
**PROCURADURIA  
GENERAL DE LA NACION**



**Implementation of an  
online consumer  
arbitration project**



**Industria y Comercio**  
**SUPERINTENDENCIA**



**Cámara  
de Comercio  
de Bogotá**



**REDEK**  
RED DE SOLUCIONES

# CHALLENGES FOR ODR IMPLEMENTATION

# LEGAL LIMITS

A woman with blonde hair, wearing a black judicial robe over a white shirt, is holding a wooden gavel. The gavel has a silver band around its handle. She is looking directly at the camera. The background is a warm, out-of-focus wooden wall.

**Prohibition of arbitration in  
consumer financial  
disputes**

# BUDGET CONSTRAINTS





**DIGITAL DIVIDE**



# IMPLEMENTATION - INTEGRATION

**It is necessary that the  
platforms adapt to the needs  
of each client**

# THE CHALLENGE OF ITS APPLICATION

**Its implementation has  
taken 30 years**

**Pandemic has contributed  
to its progress**





# POTENTIAL SOLUTIONS



# ADVOCATE

Assist consumers in filing claims.

# FOURTH PARTY

**When modeling a negotiation problem, a computer can act as an intelligent agent, using optimization algorithms**



**The optimization algorithms use detailed and highly accurate information from all parties.**



# IN OTHER WORDS

The fourth party is likely to "encroach" on the role of the neutral third party, just as the neutral third party encroached on formal dispute resolution processes.



# **UNCITRAL STANDARDS?**

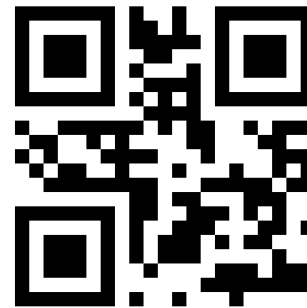
# THANK YOU!



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ODR Solutions



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