

# Enterprise

## CHANNELS **ME**A

PAGES 52  
VOLUME 05 | ISSUE 08  
MARCH 2018  
WWW.EC-MEA.COM

ENTERPRISE SOLUTIONS ADVISORY FOR CHANNEL PARTNERS

## The Law Of Disruption

Automation, innovation and convenience leads the way for DIFC's DRA in putting paradoxes together - amicable dispute resolution. / 32

**ARUL JOSE VIGIN,**  
SENIOR IT MANAGER,  
DISPUTE RESOLUTION  
AUTHORITY



MIMECAST: BUILDING THE TRUST /45



# The Law of Disruption

The judicial sector is on a due-diligence path to service excellence. As disruptive technologies make way into mainstream legal services and systems, the Dispute Resolution Authority is holding the reigns of digitization tight. Automation, innovation and convenience leads the way for DIFC's Dispute Resolution Authority (DRA) in putting paradoxes together— amicable dispute resolution.

■ WORDS: ANUSHREE DIXIT <ANUSHREE@GECMEDIAGROUP.COM>

**T**he word 'Court', derived from the French word 'cour'—which means an enclosed yard—has evolved from its etymology to break the walls of constraints. Technology, especially digitization, has played a disruptive role in changing the history of the legal framework that was intricately woven into the development of civilizations and set in the wider context of social history.

The adoption of emerging technologies like artificial intelligence, blockchain, business intelligence, and predictive data analytics are radically transforming the legal sector and the professionals are adapting fast to this landscape by harnessing these technologies.

In a close encounter with Arul Jose Vigin, Senior IT Manager of DIFC's Dispute Resolution Authority (DRA), Enterprise Channels MEA dug deeper into how technical know-how is increasingly becoming a pivotal aspect of the legal framework at the DRA, all leading towards one goal— easy access to justice.

ENROUTE DIGITAL

## TRANSFORMATION

"There are not as many major changes happening in the legal sector as you might think, but technology is opening up new capabilities in providing easier access to justice. For the Dispute Resolution Authority and the DIFC Courts, courts are not simply a physical place anymore. It is a service that has to be made available to the citizens, whenever and wherever needed," says Arul.

We at DRA are looking into emerging technologies to reshape our operational models. Artificial Intelligence is one of the key elements that will help the courts in serving the citizens better and giving a broader approach to justice. Going paperless is also one of the new strides that DIFC Courts is taking towards being a smart court. The DIFC Courts have become the first court in the Middle East to introduce a new secure cloud-based technology to allow court documents to be uploaded from anywhere in the world. "We announced our plan to go paperless just a day after Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of The Executive Council of Dubai declared Dubai's vision to become completely

paperless by 2021. The e-bundling service will enable judges, lawyers and courts staff to access case information in various formats, across multiple locations and share with numerous users. The e-bundling system is being introduced on 29th March 2018, affording lawyers and law firms a transition period. The DIFC Courts will schedule training seminars for the legal community, with full system adoption compulsory for new cases filed towards the end of 2018.

"The Digital case management system allows parties to file their cases, submit their evidences and schedule the hearing without paper interference. The courtroom still follows a paper-based hearing, but this will change in the near future when the e-bundling mechanism is fully operational and fully implemented."

## TRANSFORMATIONAL SERVICES

Among some of the ground-breaking services introduced by the DIFC Courts is the Small Claims Tribunal (SCT). It was set up at the DIFC Courts in 2007 to allow access to justice in a swift and efficient manner and without the need for



**ARUL JOSE VIGIN,**  
SENIOR IT MANAGER,  
DISPUTE RESOLUTION  
AUTHORITY

## THE MERITS OF A PAPERLESS COURT



e-bundle technology saves over **900,000 sheets** of paper daily - enough paper to create a stack as high as **2 Burj Khalifa's** every month



Approximately **100,000 pages** make up a single tree. With the new e-bundling service, the system can save up to **10 trees** per day



Sheikh Hamdan Bin Mohammad Bin Rashid Al Maktoum, Crown Prince of Dubai and Chairman of the Executive Council of Dubai, has just launched the '**Dubai Paperless Strategy**' which aims to fully eliminate Dubai government paper transactions by **2021**

lawyers. "The SCT can hear claims for civil and commercial claims, where the amount of value of the claim does not exceed AED 500,000. Parties can access the tribunal from anywhere and from any device, as long as they have internet access."

### A WILL (REGISTRY) WILL FIND A WAY

For non-muslims or those living outside the country have easy access to registering their Will now through a Virtual Registry. Established by the DIFC Wills Service Centre, the Virtual Registry enables those living overseas to create and register a DIFC Will using a broadband connection in real time. Investors and former residents can access the Virtual Registry from anywhere in the world and be connected, via video link, to a Compliance Officer sitting in Dubai.

“There are also online templates available for certain Wills that will make it easy for the applicants to make their wills.”

## COURTS OF THE FUTURE

Similar to the pace of technology, the nature of technology is also unpredictable. Taking a giant leap towards defining the courtroom of tomorrow, the DIFC Courts and Dubai Future Foundation have launched the Courts of the Future Forum, which is considering new ways to oversee disruptive technology such as driverless cars, drones, blockchain and cyber security, within DIFC's jurisdiction.

“Thinking through the judicial implications of emerging technologies is the Forum's first priority. The second is to unlock the power of the same innovations to transform the experience of using a court for the end-user, the legal sector and the judiciary itself. This new initiative is about thinking big for big business, thinking smart for small business and thinking ahead for businesses of the future.” In 2017 the DIFC Courts also signed a partnership agreement with Microsoft. As a first step, the agreement is aimed at enhancing connectivity and virtual solutions to advance the more traditional court areas such as registrations, filings, case management, and even trials. For the courts of the future, DRA's unique partnership with Microsoft formalises a joint ambition to advance technological innovation by leveraging their combined skillsets of court management, judicial excellence and digital transformation to create new standards of digital excellence – in line with achieving DIFC Courts' 2021 vision of establishing and maintaining a world-class courts system that is reliable, accessible, efficient and fair.

## THE JUSTICE LEAGUE!

The saying, 'Big surprises come in small packages' can have several connotations. The DRA's IT Team is headed by four young and enthusiastic team members. The team members are Arul Vigin, Ajaz Wani- Technology Support Specialist, Adil Khan- Senior IT Infrastructure Engineer, and Ramesh KL- Enterprise Application Specialist.

“We are a small team, but we punch above our weight. In the legal industry alone, each business is different and unique. Each business runs its own applications. Our day starts with bringing new ideas to the table. Everybody wants to leave something behind for the company and for the society. We start with the discussion on the innovative technologies that can be disruptive and add value to our organization. The rest of the day is operation driven, as we are a small team and shoulder the responsibility of servicing four entities across the organization.business in all four verticals.”



## SMALL CLAIMS TRIBUNAL SCT E-SERVICE 6 STEPS ON HOW TO USE

01



SCT REGISTRY OFFICER  
SERVES DEFENDANT  
VIA EMAIL

02

IF THERE IS NO RESPONSE WITHIN

**7 DAYS**



THE CLAIMANT MAY APPLY  
TO SERVE BY ELECTRONIC  
MEANS INCLUDING  
DIRECT AND INSTANT  
MESSAGING SO LONG  
AS THE COMMUNICATION  
IS PRIVATE

03



EACH REQUEST WILL REQUIRE AN INITIAL  
APPLICATION SUPPORTED BY A WITNESS STATEMENT  
TO THE COURTS TO DETERMINE ACCURACY AND  
SUITABILITY OF THE CHOSEN METHOD, IDENTITY  
AND VERACITY OF THE ONLINE ACCOUNT OF THE  
DEFENDANT TO BE SERVED.

04



THE CLAIMANT WILL THEN SUBMIT SUPPORTING  
EVIDENCE TO THE SCT THAT THEY HAVE SERVED  
THE CLAIM ON THE DEFENDANT.

05



A CONSULTATION CAN  
THEN BE SCHEDULED  
WITH BOTH PARTIES AS A  
NEXT STEP IN RESOLVING  
THE DISPUTE.

06



SHOULD ONE OF THE PARTIES NOT ATTEND  
THE INITIAL CONSULTATION OR THE  
RESCHEDULED CONSULTATION, A DEFAULT  
JUDGMENT MAY BE ISSUED



PARTIES BASED OUTSIDE OF THE UAE ARE ABLE  
TO PARTICIPATE IN CONSULTATIONS USING  
THE ADVANCED VIDEO CONFERENCING  
FACILITIES OF THE DIFC COURTS' SMART SCT.





## 4 KEY PILLARS OF STRENGTH



SERVICE  
EXCELLENCE



JUDICIAL  
EXCELLENCE



CONNECTIVITY



INNOVATION

## FINALLY

Arul is very firm when it comes to his approach towards the technology solution providers. He asserts that he has had many encounters previously where the vendor or the solution provider approached his organization just for the sake of selling the solution that he has in his kitty. "We do not have the time to go back and forth with the vendor, explaining how he should customize the solution for us. This understanding has to come from them."

He also advises his regional colleagues not to fall into the trap of buzzwords. "We are not cost centers anymore, but business enablers. We need to be very careful about the relevance of the technology that we go after."

Fair enough!

As Arul mentioned, despite the fact that the progression of law can be perceived as moving at a slower pace than other sectors, the sector is absorbing the disruption in its stride.

A call out to the solution providers! If you have the right solution, then the ball is in your 'COURT'! ➔