TECHNOLOGY TRENDS IN THE WORLD OF ARBITRATION

"Techno-literacy" is the new minimum and language for many businesses today. With the platform of arbitration being intrinsically woven in the fabric of the business world, there is no exception and interesting adaptations are being made. All over the world and in major arbitral institutions, new-age technology is being deployed to aid arbitral proceedings, arbitrators and counsel.

There are also more heated debates on technological trends and how new technologies such as blockchain can positively or negatively affect arbitration. Here, we look at the current, emerging and future of technology in the world of arbitration in different areas.

Translation and Interpretation

Machine translation (enabled by Artificial Intelligence (AI)) has been one of the most useful tools in international arbitrations. Large volumes of documents can be translated and reviewed within the shortest possible time frame. Ultimately, it cuts the cost of expert translations and time spent by arbitrators and legal teams to overcome language barriers and review documents quickly.

Also, AI is been used to automate translation during in-person and virtual hearings for arbitrators or counsel who are unable to speak the language of arbitration either accurately or at all.

However, there remains a cloud over the accuracy of these machine translations and interpretations have been called into question. Also, privacy concerns are arising from the exposure of confidential materials to third parties that have no formal role to play in the arbitration.

Hearing Room Technologies

With the aid of commercial virtual platforms, such as FaceTime, Skype, Vidyocloud, Microsoft Teams, Zoom, or Bluejeans, many arbitral institutions like the ICC, SCC, JAMS, AAA-ICDR, LCIA and the LMAA[i] have begun the implementation of virtual hearings subject to the agreement of parties. Some arbitrations have been conducted and completed entirely virtually. Virtual hearings can be conducted via videoconferencing, virtual and augmented reality.

Arbitral institutions such as Seoul IDRC[ii] has reported that demand for its virtual hearing services is "significantly rising", reporting that the number of cases using its virtual hearing services has increased

by 500% and the number of days of hearings held virtually have increased by 460%. The African Arbitration Academy also recently released a [Protocol on Virtual Hearings for Africa](#).

Presentation, Analytical and Mind-Mapping Tools

Technology is also used to aid the presentation of cases by counsel to arbitrators and aid arbitrators in understanding the complexities of cases. Technologies such as this include PowerPoint presentations, graphic tools such as MindMeister to aid graphical illustrations.

Storage, Cyber Security and Privacy

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