

# The Technical Knowledge and Components of ADR : A review of Utatuzi Center's Platform

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# Agenda



01

Background on Utatuzi Center Technology Needs

02

Case management and tracking

03

API and Instant Notifications

04

Video Conferencing suite

05

Blockchain

06

Challenges and Conclusion



# Nexus Between Technology and ADR

Our overarching goal is to fuse the two such to gain maximum benefits and efficacy in dispute resolution.

# Case management and Tracking



## Receiving / Notification

Dispute is received immediately through our API.

## Assignment

Dispute is assigned to a mediator / arbitrator ASAP (typically within 24 hours)

## Tracking

The dispute resolution process is managed through our case management platform until final resolution.

# API

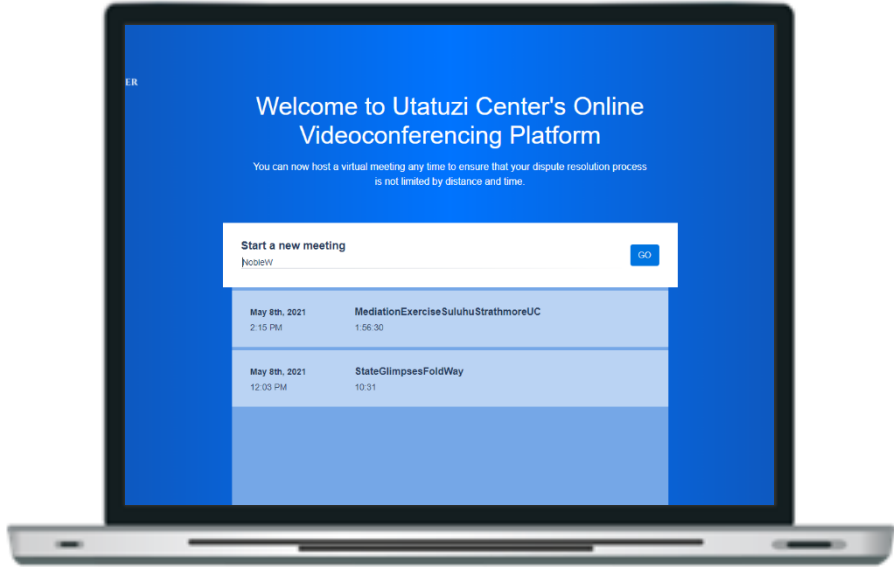
## Application Programming Interface

**Access on your own terms**

**Allow external organizations to access our platform directly from their own end and on their own terms**

**Allow immediate notification in both directions while maintaining control.**





### **Our own servers / software**

We vet the system on which our disputes run



### **Ease of use**

Ease of utilization by anyone who lands on the url provided.



### **Open Source**

Supporting open source and taking advantage of the benefits of open source.

# Video Conferencing

# Smart Contracts

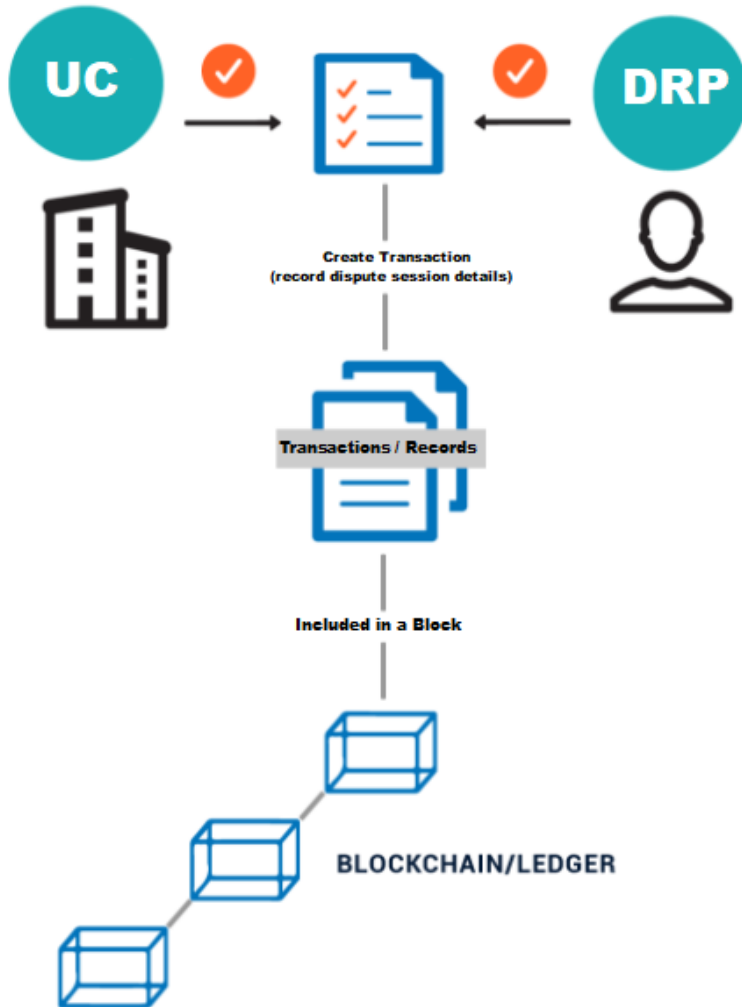
Blockchain Private Ethereum Network

## OUR CHALLENGE AND THE WHY

Our problem was simple, how do we keep track of every dispute that is resolved through our platform in a permanent, transparent, and private manner ?

While strategies such as databases are very valid, they are easy to manipulate and therefore their integrity is easy to question/challenge on a later date.

Basically, there was a need for an immutable audit trail in regards to our dispute tracking and management.



## OUR APPROACH

The Utatuzi Center's (UC) Smart Contract is best viewed as one between UC and the dispute resolution professional.

However, the end goal of the smart contract is to create a permanent immutable record that a dispute was resolved and the respective sessions of a dispute.

To the left is a brief and simplified version of how the smart contract itself works and is implemented keeping in mind that the oracle parts are not included in this schematic.

Source of original image:  
<https://www.pinterest.com.mx/pin/25755029103965521/>



**01**

Resistance to technology  
and bureaucracy



**02**

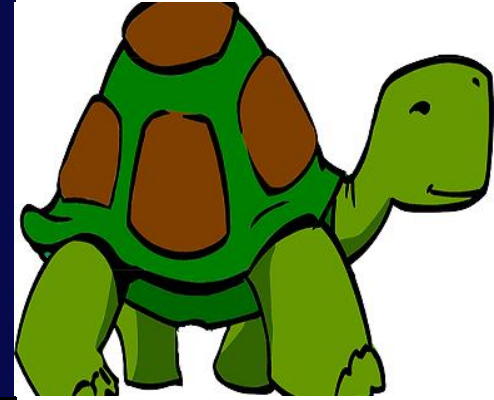
The novelty of ADR and  
ODR in Kenya



**03**

Poor and slow adoption /  
penetration of technology.

Technology illiteracy.



**04**

Typical startup / business  
challenges eg growth,  
funding, etc.



# Conclusion