Digital Tranformation in the Legal Industry

Conclusions
Part 2: Technology

DANSKE
ADVOKATER

Bjarne Schøn
bschon@bschon.com
+45 5043 3837

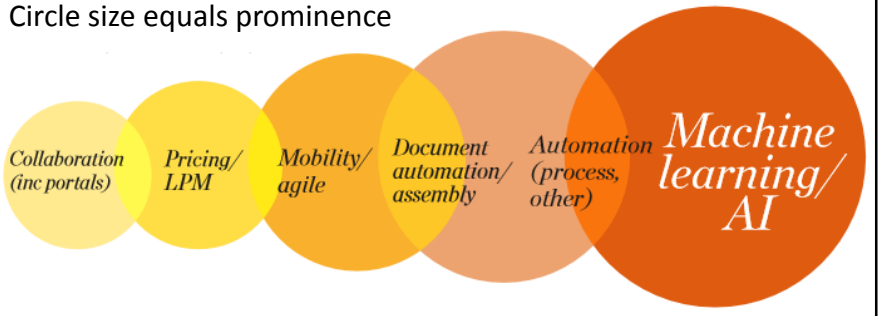
DANSKE ADVOKATER

Extract of New & Existing Technologies

Technologies in **bold** are covered in this report

- **Artificial Intelligence (AI)**
  Machine Learning (ML)
  Analytics
- **Crowdfunding & Crowdsourcing**
- **Facial Expression Recognition**
- **Natural Language Processing (NLP)**
- **Chatbots**
- **Blockchain**
- **Smart Contracts**
- **Smart Forms - Configuration**
- **Robotic Process Automation (RPA)**
- **Price/Project Estimation**
- **Workflow & Collaboration**
- **Cloud & Big Data**
- **Platform/Software as a Service (PaaS & SaaS)**
- **Blogs**
- **Chatbox**
- **Virtual (Digital) Assistants**
- **IoT – Internet of Things**
- **Practice Mgmt Solutions (ERP)**
- Dashboards
- Cryptocurrencies (Bitcoins)
- Social Media
- Customer Relationship Mgmt (CRM)
- Mobile Apps
- HTML5 & Responsive websites
- Augmented Reality
- Virtual Reality
- Quantum Computing

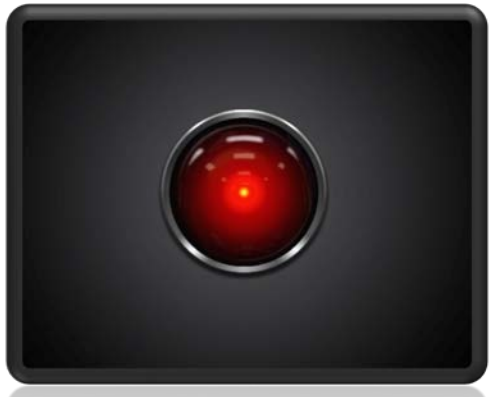
Research:
Most impactful technologies in legal over the next 5 years
Circle size equals prominence



http://www.legalsupportnetwork.co.uk/sites/default/files/Legal_IT_Landscapes_Briefing_2017.pdf

DANSKE
ADVOKATER

Artificial Intelligence (AI)
Machine Learning (ML)
Natural Language Processing (NLP)
Analytics

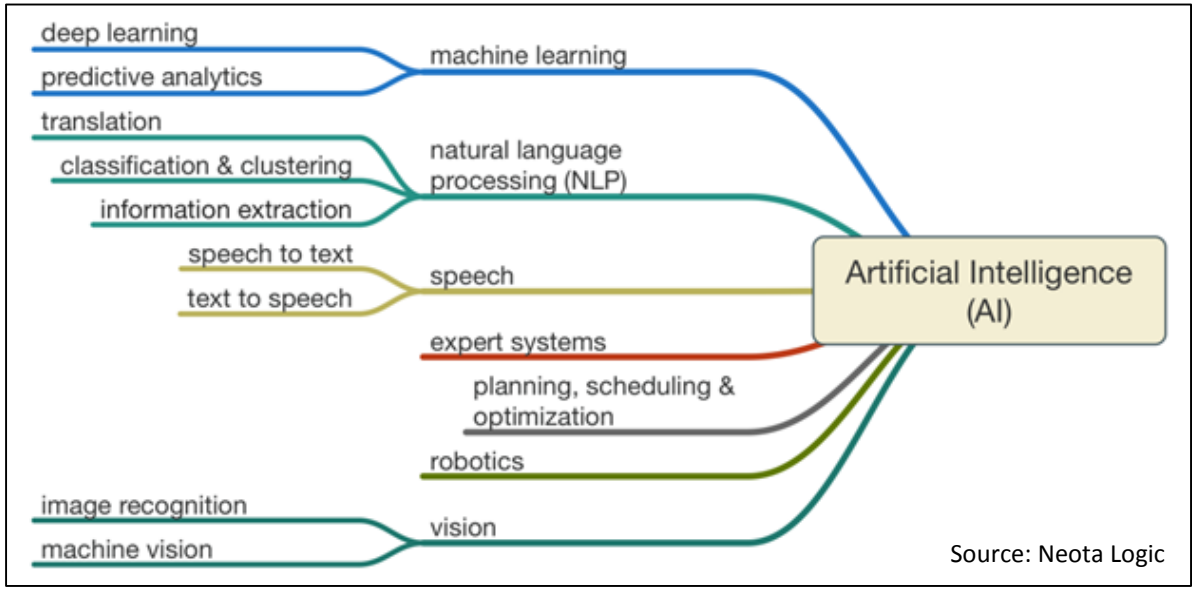


Hal – a Space Odyssey 2001

DANSKE ADVOKATER

What is Artificial Intelligence

- A computer system that can perform/mimic tasks normally requiring human intelligence
  - E.g. learning, problem solving, visual perception, speech recognition, decision making, ….
- Requires (today) human beings to develop the algorithms and teach the system what to look for
  - E.g. words, sentences, patterns, exceptions, anomalies,….. i.e. ”filling in the blanks” for the algorithm to work
  - Some systems (Cognitive, Deep Learning) can modify the algorithm as the system learn (becomes smarter)
  - The system becomes more and more accurate (smarter) the more it is used
- Usage areas:
  - Due diligence, contract review, predictions on case outcomes, assets and properties, legal search and -research, ….



Extract of AI-providers in legal:

RAVN Power of Understanding

Luminance

kira

LEVERTON

BEAGLE

DOCKET ALARM

Seal

ROSS

Why use AI in Legal

- **Fast** – can save 20-90% of the time it takes a lawyer to do the same work
- **Accurate** – the quality of the outcome increases the more the solution is used. Accuracy quickly reaches +90%. A human being typically has an accuracy of ~85%
- **Meticulous** – finds clauses, wordings etc. that lawyers would normally not find
- **Tireless** – works 24/7 with the same speed and quality all the time
- **Inexpensive** – costs less than a digital data room
- **Frees up time** – lawyers can focus on more value creating tasks for the customers
- **Improved profit** – reduced costs and less time spent on tasks that the lawfirm normally can’t charge full/normal fees for
- **Improved jobsatisfaction** – lawyers can focus their time on more interesting challenges vs. read tons of documents to find certain clauses etc.

DANSKE ADVOKATER

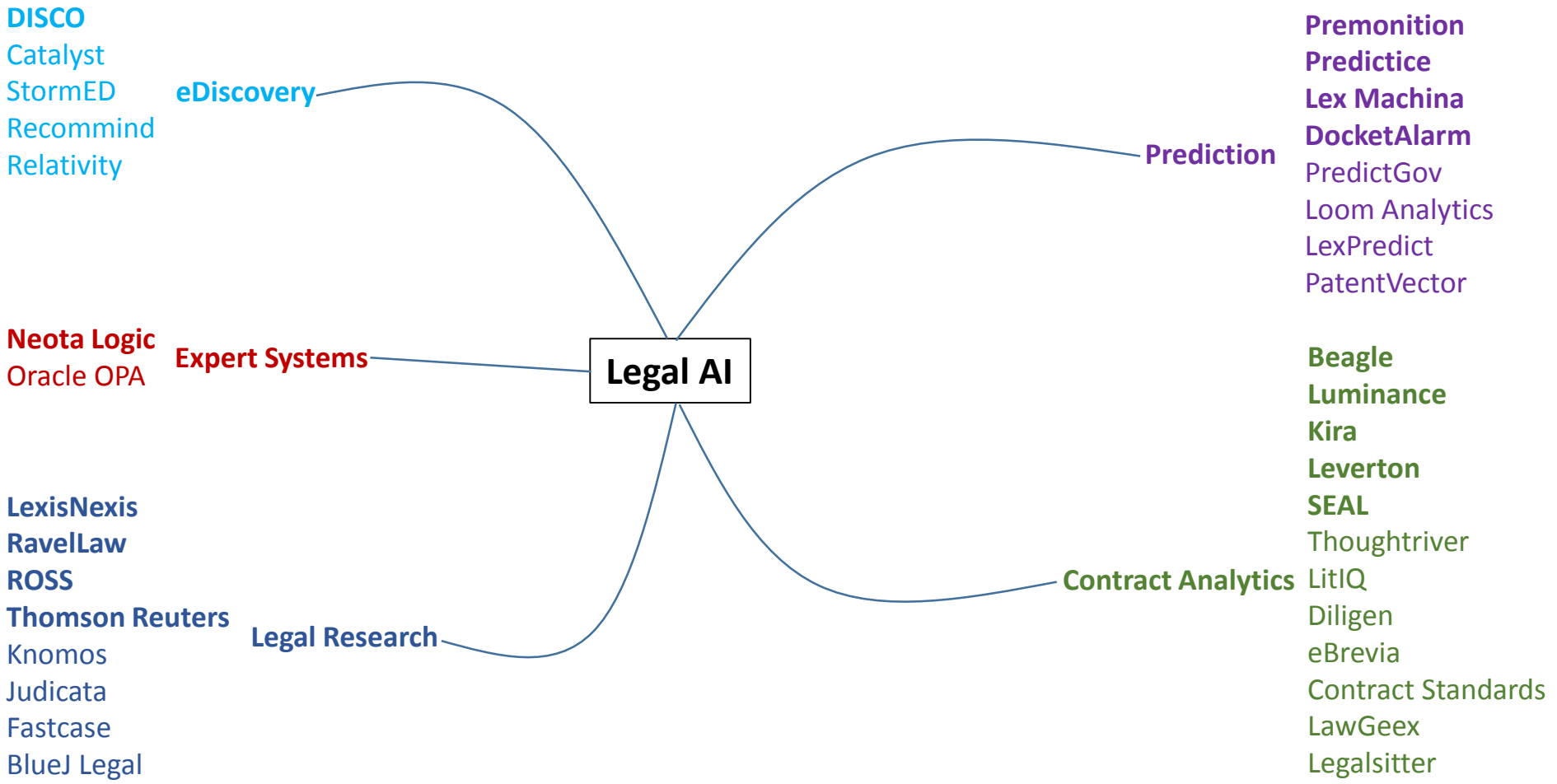
General observations about AI in Legal

- Most AI solutions today need to be trained by humans in order to deliver value / high accuracy in results
- Depending on the complexity of the task to be executed, training of the AI solution may take considerable time – time that typically cannot be charged to a customer
- Once trained, the solution becomes smarter and more accurate, the more it is used
- AI solutions already exist – and more are on the way – that are ”pre-configured/pre-trained” – i.e. requires little/no training. Known as ”Self Service Portals” or ”Pay-as-you-go Portals” (e.g. Luminance, RAVN’s Extract Direct,…)
- The solution will retain the knowledge in the firm when a lawyer / partner / subject matter expert leave the firm – i.e. loosing a good lawyer may be less of an issue in the future
- Cost of using AI in a due diligence project today (likely to change significantly in coming years) varies greatly
  - **Luminance**: ~EUR 1.200/GB*; **RAVN**: ~EUR 5.000 for 100 contracts (incl. setup)**; **Kira**: ~EUR 10.000 per project
- Potential issues w. AI solutions:
  - Integration to data rooms (encrypted data + access/login), Languages (non-English) and new areas (outside of due diligence/contract mgmt.) may require significant training

*1GB is equivalent to ~ 60.000 (Word) – 650.000 (Txt) pages
** Number of pages in contracts irrelevant

Source: Interviews w. vendors and customers

AI systems by category



Source: Joanna Goodman – Robots in Law, Michael Mills – Neota Logic

In **bold**: leading solution providers

DANSKE ADVOKATER

RAVN

LOCATION: UK

URL: https://www.ravn.co.uk/

INFO:

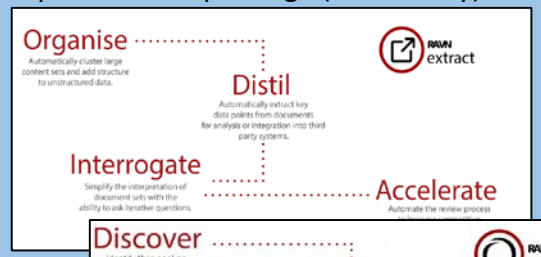
- Founded 2010: 51 - 200 employees. Acquired by iManage 24th May 2017
- ~45 law firm customers – in DK: Bech Bruun & Kammeradvokaten (Enterprise search) and DJØF (employment contracts)
- Requires RAVN people to setup solution
- Requires training in Danish language
- Price: ~EUR 5.000/100 contracts (Incl setup)
- BLP Real Estate Group: "Completes two weeks work in ~two seconds!"

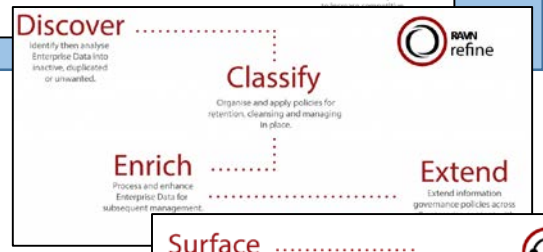
FUNCTIONAL AREAS:

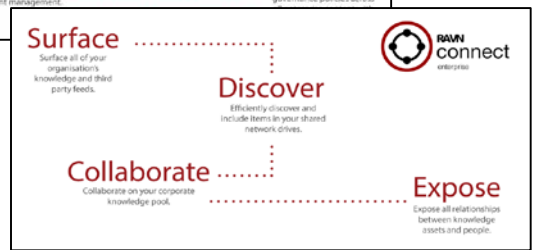
- Process, Read & Analyze Documents
- Data Extraction and comparison
- Due Diligence & Contract Analysis
- GDPR compliance
- ISDA/CSA Review & Provisions impacted by Brexit

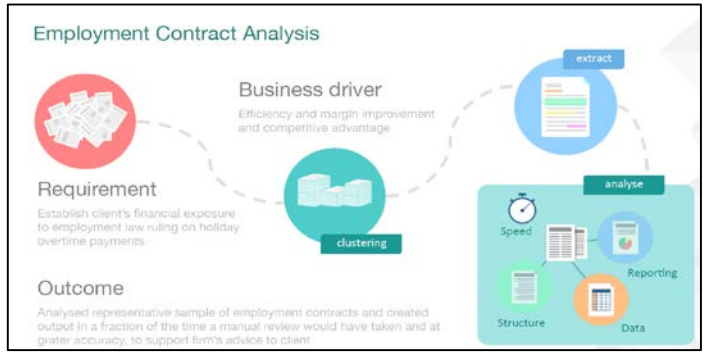
SOLUTION(S):

- RAVN **ACE** – Applied Cognitive Engine
- RAVN **Connect** – Advanced Enterprise search
- RAVN **Extract Direct** - Due Diligence & Contract Analysis – plug n' play (no training of the AI solution required)
- RAVN **Refine** - Categorize data into clear scopes and refinements
- RAVN **LLP Robot** – Doc. Review for legal professional privilege (eDiscovery)

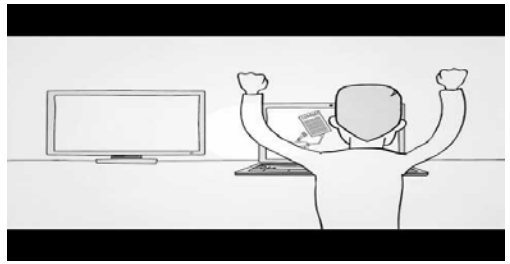




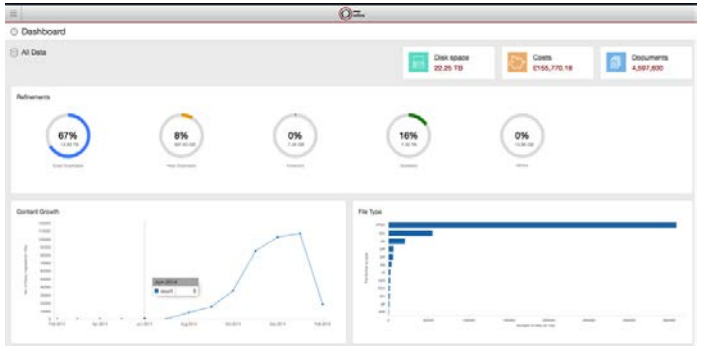




Demo Video:
https://ravn.wistia.com/medias/fqc85hiw83



Intro Video:
https://www.youtube.com/watch?v=XdTLLg6mKf0



Chatbots

Chatbot - definition

- A **chatbot** is a computer program which conducts a conversation via auditory or textual methods.
- Such programs are often designed to convincingly simulate how a human would behave as a conversational partner, thereby passing the Turing test.
- There are two main types of chatbots, one functions based on a set of rules, and the other more advanced version uses artificial intelligence (AI)
- A chatbot that uses artificial intelligence, understands language, not just commands, and continuously gets smarter as it learns from conversations it has with people

Examples of consumer oriented chatbots:

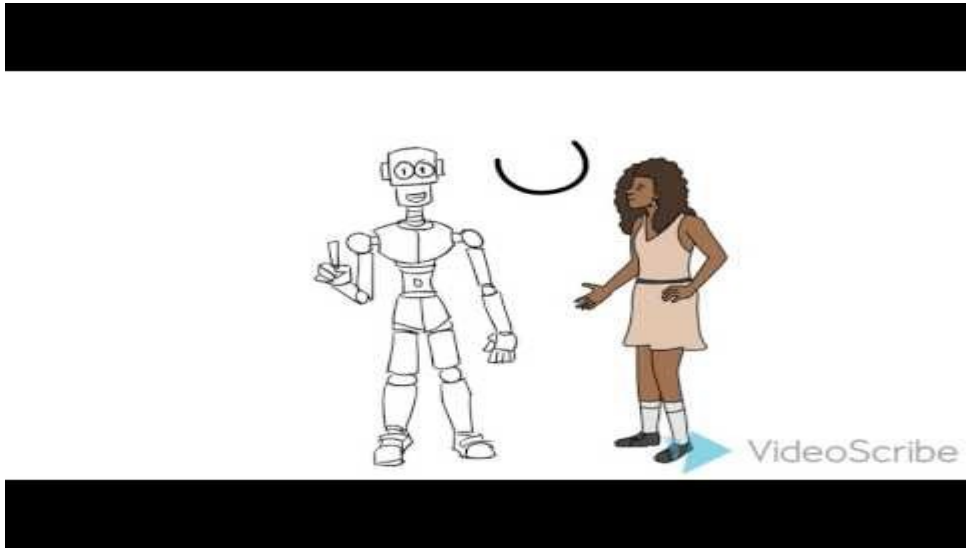
- Siri (Apple), Cortana (Microsoft), Assistant (Google), Messenger (Facebook), Slack,….

Source: Wikipedia

DANSKE ADVOKATER

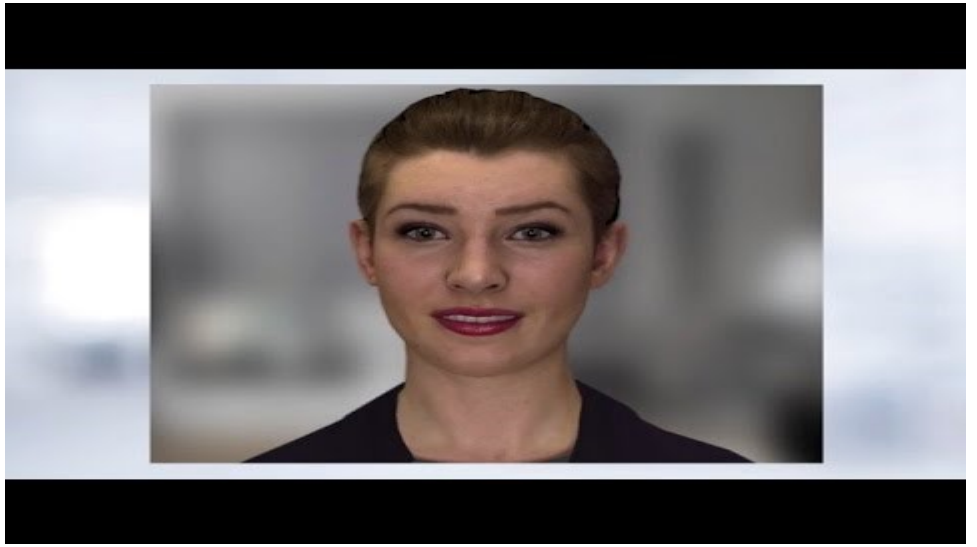
What is a Chatbot

What is a Chatbot



Intro Video:
https://youtu.be/iUK17vtQuuE

Nadia from NDIS in Australia
National Disability Insurance Scheme



Intro video to Nadia – Uses Cate Blanchett (Australian actor) to replicate speak and appearance
https://youtu.be/0tUSsqOLZC8

Demo Video:
https://www.facebook.com/futurism/videos/738400809672454/

Example of usage areas in Legal:

- Answer legal questions, read and comment on agreements, help fill in documents,….
- Contact relevant authorities, provide input on ”who to talk to”,….
- Help to homeless people, immigrants, refugees, tenants - get landlords to do required maintenance,….
- Help with divorces, criminal offenses, NDAs, will’s, parking tickets, flight delays,…..

Why use Chatbots

- **Improve service and Increase margin** - improve client relationships and increase profitability. Chatbots are patient, treat everyone equally, never get tired, are objective
- **Convenience and Independence** – Spend your precious time in areas that add most value to your company / customers
- **Time intensive** – For the client there's too much time involved in liaising with a human lawyer
- **Availability** - Human lawyers aren't available 24/7/365
- **Legalese** - Talking to human lawyers can involve a great deal of jargon, which may mean that the client doesn't understand or make the uninitiated feel intimidated. A chatbot talks to the client in a "normal", easy to understand way without any legal jargon
- **Embarrassment** - It may be uncomfortable talking with a human lawyer due to the subject or for fear of feeling intellectually inferior

Source: http://robotlawyerlisa.com/ et al

General Observations

- Advanced chatbots using AI are experiencing tremendous uptake across all industries - **by 2020 more than 85% of customer interactions will not include a human being**
- In the future chatbots will be incorporated in most ”devices” (from the fridge to the car) that require human interaction
- Chatbots will interact with other systems and devices and provide proactive information (your milk is near expiration – let me order a carton for you)
- What does a Chatbot do:
  - It provides better customer service 24/7 - unmanned
  - It provides ”convenience” by providing insightful information when you need it
  - It offers services (for free) that were previously not available to the client
  - It provides intelligent, easy to understand answers to complex questions
  - It takes action – writes letters, contacts persons/organizations/authorities/other systems/…..
- Development tools are becoming more ”user-friendly” – i.e. not requiring developers to develop the chatbot
- In the future we will likely see new chatbots being built by non-technical people simply by them communicating with the development tools – telling them what they want

Source: Gartner et al

DANSKE ADVOKATER

Example of Chatbot: DoNotPay

LOCATION: UK

URL: www.DoNotPay.co.uk

INFO:

- Access to Justice
- Free
- Created by Joshua Browder – 19 years old
- Available in the US, UK, CAN

TECHNOLOGY:

- Chatbot
- Machine Learning
- Facebook Messenger (refugee chatbot)

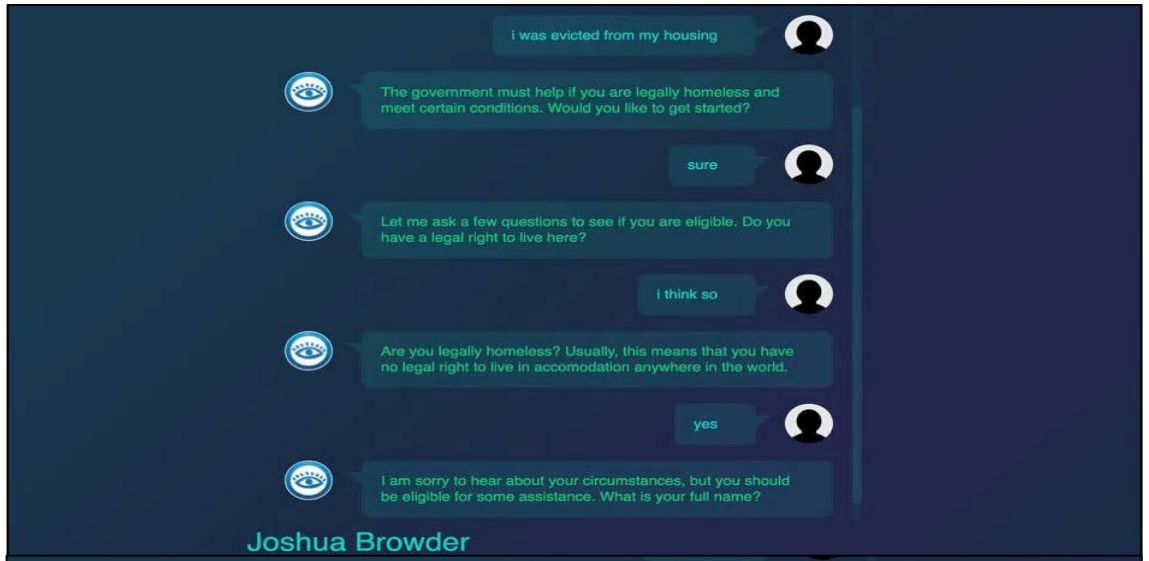
SOLUTION(S):

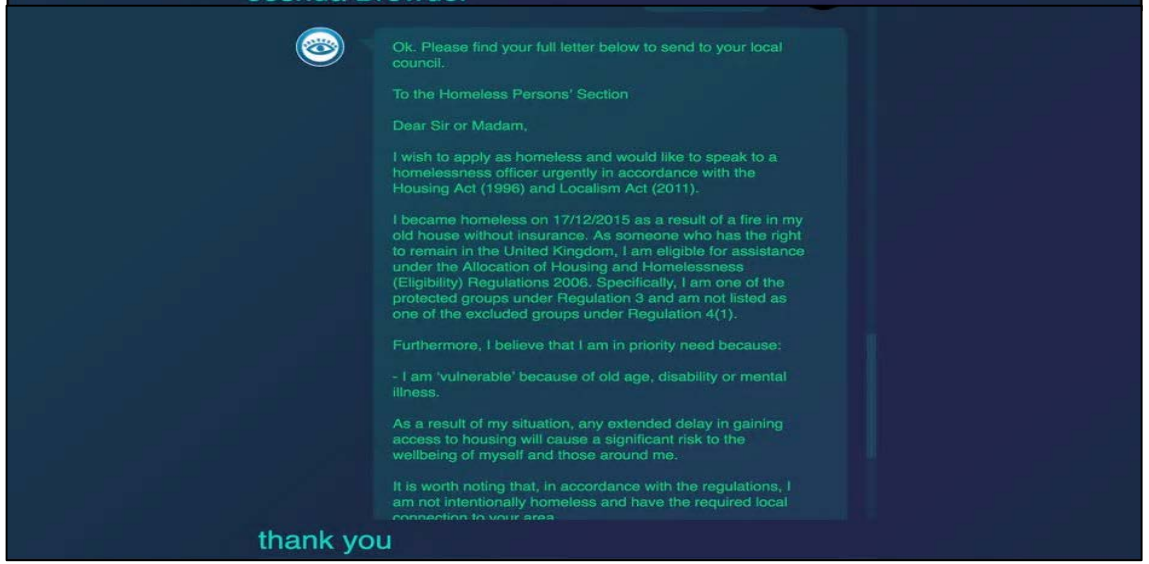
- Parking tickets – overturned 160.000 parking tickets
- Flight delays
- Help for homeless people
- Help for renters – get landlords to do necessary maintenance
- Immigration applications, asylum and legal support for refugees

How it works (refugee chatbot):

- The chatbot asks a series of questions and uses the responses to determine the right application form and whether the refugee is eligible for asylum protection
- It then requests the necessary info. from the user and auto-fills the appropriate application form
- The chatbot automatically deletes user details when the form is submitted

Demo:
https://www.youtube.com/watch?v=0yx6UIO6Xg0



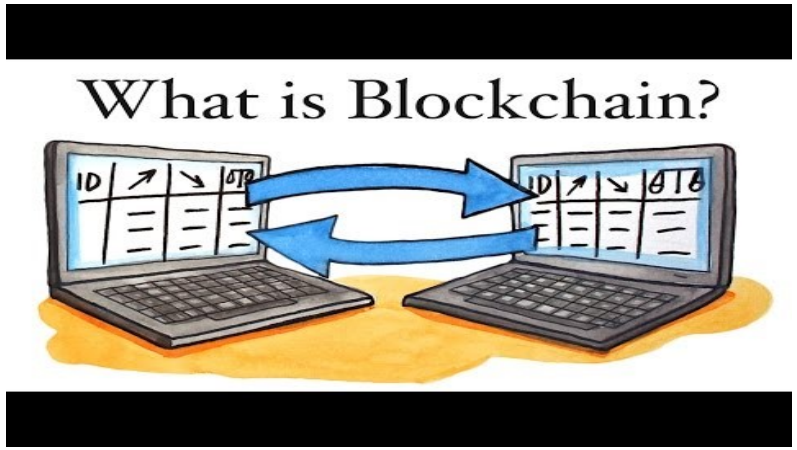


Article:
https://www.theguardian.com/technology/2016/aug/11/chatbot-lawyer-beat-parking-fines-helping-homeless-do-not-pay

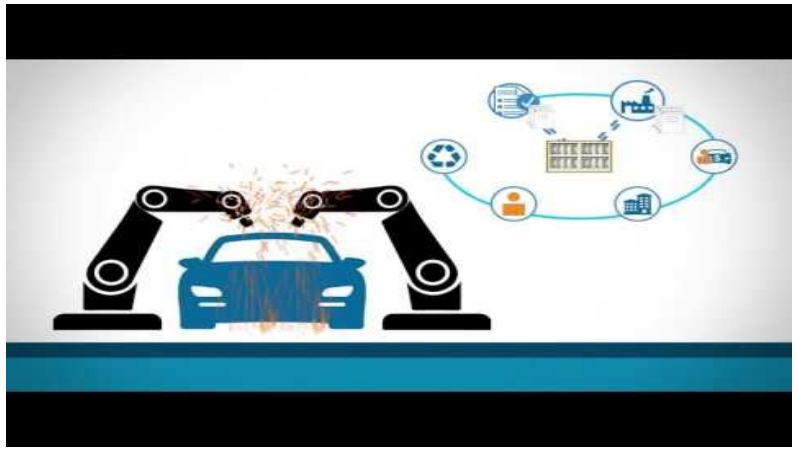
Blockchain

DANSKE ADVOKATER

What is a Blockchain



Intro Video:
https://youtu.be/WiRFuHXHBhk



Video about Smart Contracts & Blockchain:
https://youtu.be/IgNfoQQ5Reg

- A **blockchain** is a distributed database that maintains a continuously growing list of ordered records called *blocks*. Each block contains a timestamp and a link to a previous block.
- By design, blockchains are inherently resistant to modification of the data — once recorded, the data in a block cannot be altered retroactively.
- Blockchain is "an open, immutable distributed ledger that share transactions between two or more parties efficiently and in a verifiable and permanent way. The ledger itself can also be programmed to trigger transactions automatically." – e.g. trigger an automatic payment when a contract has been signed.

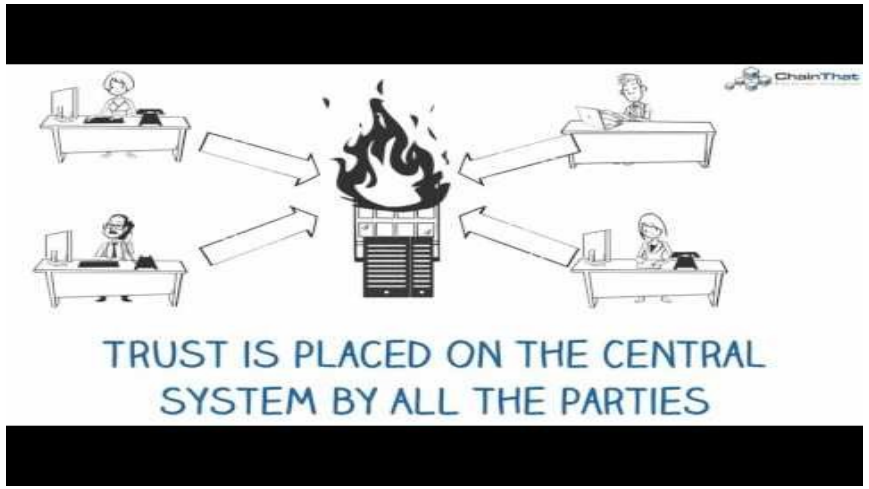
Advantage:

- The Blockchain is maintained by a network of computers – i.e. there is no central authority (e.g. a bank) involved – all parties, entities and “products” are verified and acknowledged by the “members” making the system hacker/tamper proof

Source: Wikipedia

DANSKE ADVOKATER

What is a Smart Contract



Intro video to Smart Contracts:
https://youtu.be/8Dw1nz9t74I

- A Smart contract is basically a computer program – "encoded logic that receives certain inputs and executes a set of instructions to reach one of many pre-defined outcomes… At its heart, a smart contract simply guarantees execution of a particular code base"

October 2016: The world's first shipment of goods supported by a letter of credit using blockchain-based smart contracts and the Internet of Things (IoT):

- The shipment of 88 bales of cotton from the US to China involves a letter of credit executed through a digital smart contract stored on blockchain technology. It has a GPS device tracking its geographic location and funds are expected to be released when the ship reaches its destination.

https://www.artificiallawyer.com/2017/01/01/intelligent-contract-founders-clause-io/
http://www.legalfutures.co.uk/latest-news/groundbreaking-digital-contracts-business-layers-security-defeat-hackers

DANSKE ADVOKATER

Example of Smart Contract: DocuSign

LOCATION: US

URL: https://www.docusign.com/

INFO:

- Partnership w. IBM on Blockchain

TECHNOLOGY:

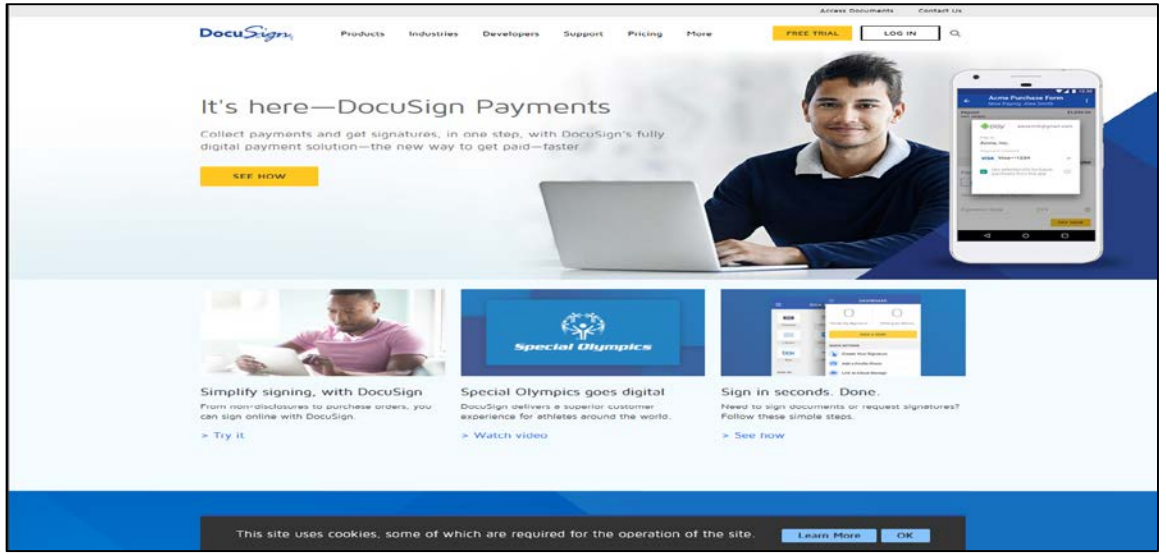
- Blockchain
- eSignature
- Open APIs to other systems

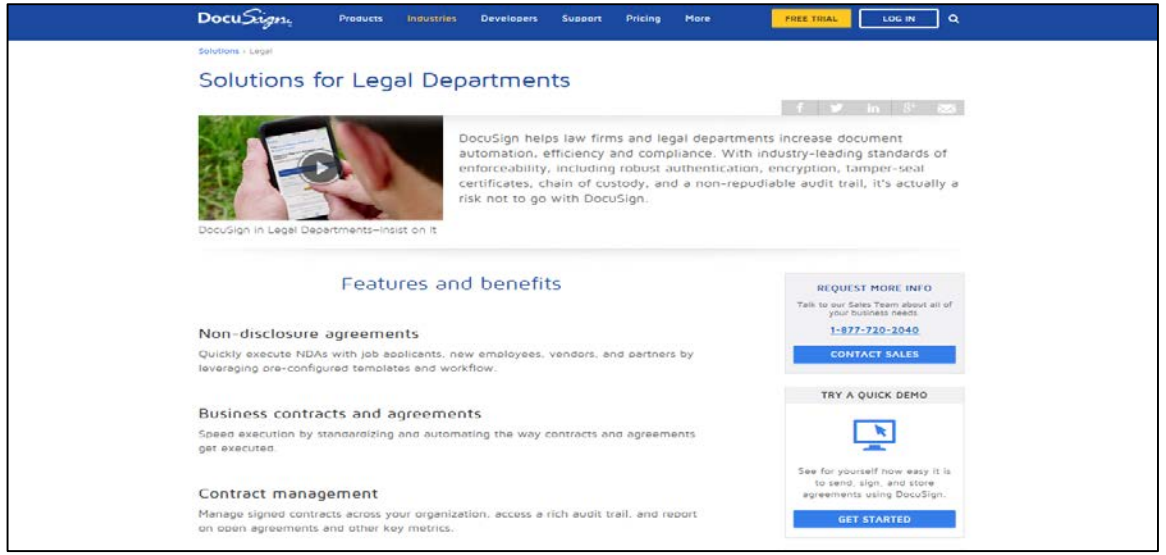
SOLUTION EXAMPLES:

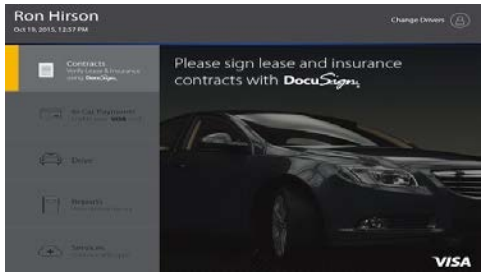
- Advanced workflow mgmt
- Document & contract Mgmt
- Robust authentication, encryption, tamper-seal certificates, chain of custody, non-repudiable audit trail

SOLUTION(S):

- **DocuSign Digital Transaction Mgmt. -** empower your internal clients and improve the speed of contract execution
- Securely protect confidential information with enforceability and multiple levels of authentication
- **DocuSign Payments** - sign and pay for virtually anything in a single step
- **DocuSign Signature**
- **DocuSign Transaction Room** - keep transactions on track with tasks that guide agents through your process







Video: Car leasing using Smart Contracts & Blockchain:
https://youtu.be/2rLNbd6MQXg

Crowdsourcing

What is Crowdsourcing

- **Crowdsourcing** is a specific sourcing model in which individuals or organizations use contributions from internet users to obtain needed services or ideas
- One of the most well known crowdsourcing platforms worldwide is www.upwork.com Examples in Denmark include www.haandvaerker.dk
- Crowdsourcing in the form of idea competitions or innovation contests provides a way for organizations to learn beyond what their "base of minds" of employees provides

Soure: Wikipedia

DANSKE ADVOKATER

Example of Crowdsourcing: UpWork

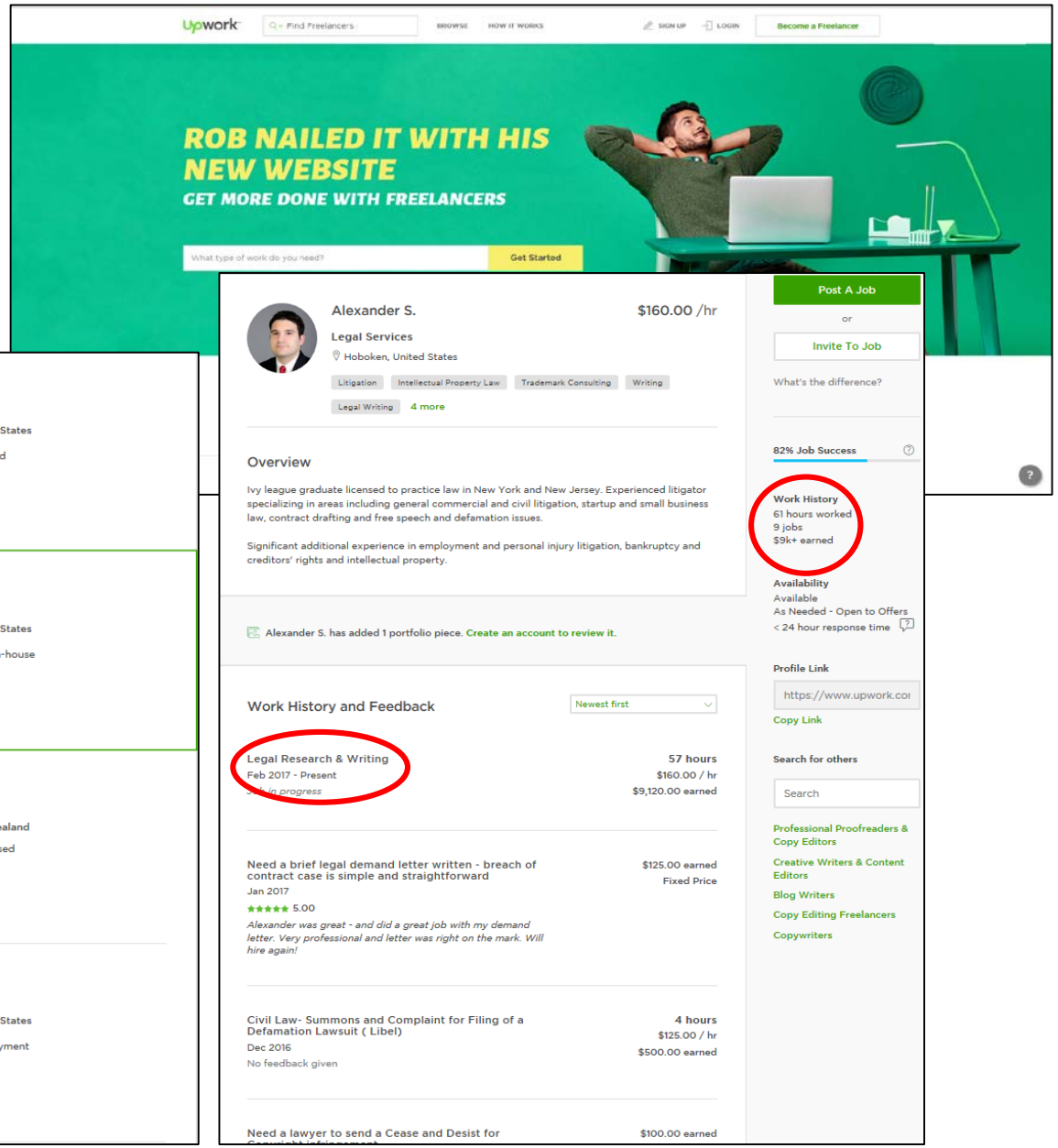
LOCATION: US

INFO:

- Global freelancing platform where businesses and independent professionals connect and collaborate remotely around services needed e.g. legal services, design work, programming,…..
- Charges 5-20% of the service fee (e.g. legal service)
- In June 2016 over USD 1B was billed through the platform

URL: https://www.upwork.com/

- 12M registered freelancers
- 5M registered customers
- 3M jobs (projects) posted per year



DANSKE
ADVOKATER

Crowdfunding
aka
Commercial Litigation Finance

What is Crowdfunding

- **Crowdfunding** is the practice of funding a project or venture by raising monetary contributions from a large number of people
- Examples of the most well known Crowdfunding platforms are www.Kickstarter.com and www.indiegogo.com
- In 2015, it was estimated that worldwide over USD 34B was raised this way
- Crowdfunding is generally based on three types of actors:
  - the project initiator who proposes the idea and/or project to be funded
  - individuals or groups who support the idea
  - a moderating organization (the "platform") that brings the parties together to launch the idea
- **Litigation funding**, also known as legal financing enables a party to litigate or arbitrate without having to pay for it, whether because they are unable to pay for it or because they do not want to

Soure: Wikipedia

DANSKE ADVOKATER

Example of Crowdfunding: Crowdjustice

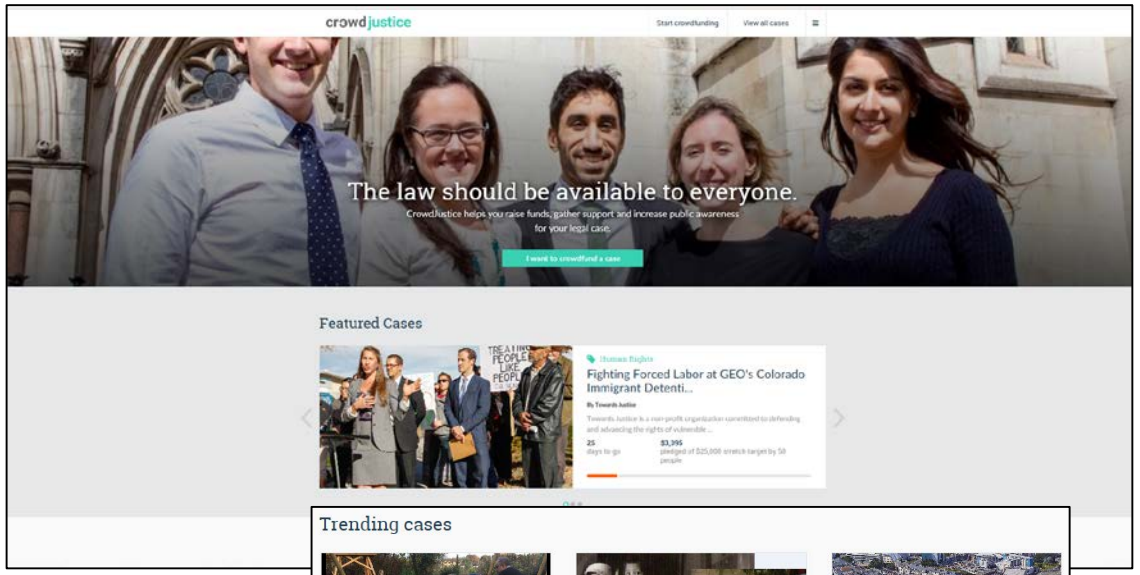
LOCATION: UK

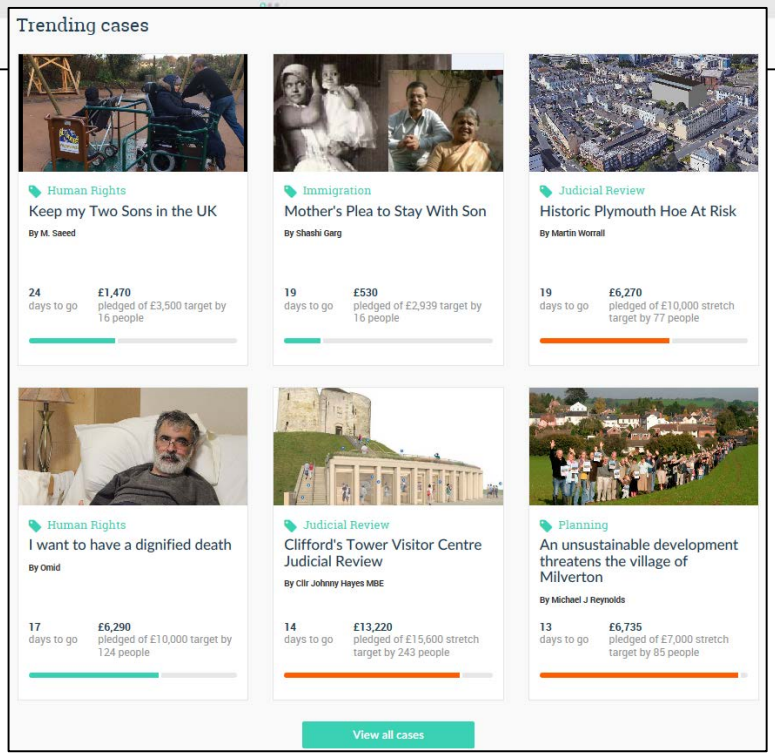
URL: https://www.crowdjustice.org/

INFO:

- Founded 2015 - 11 employees in London & New York
- Launched by former attorney from Linklaters
- Donations based Crowdfunding platform for consumers and companies
- Helps raise funds, gather support and increase public awareness for legal cases
- Cost: 6% to the crowdfunding site and 1,7% + 20 pence for payment processing
- Politically agnostic/neutral
- Raised ~USD 2,5M for 150 cases
- ~90% of cases hit funding needs

- CrowdJustice does some due diligence to ensure none of the parties to the lawsuit are subject to any kind of national or international sanctions (such as Securities and Exchange Commission violations, federal or international court matters) and verifies that the case in question is under active litigation by a licensed attorney.



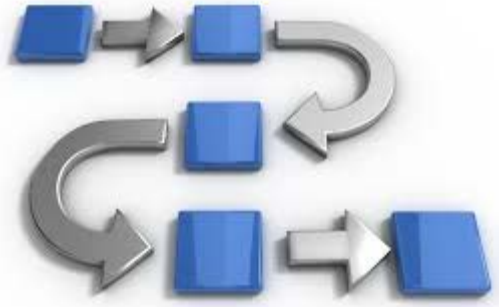


Case story (video):
https://youtu.be/lWVA6ReKXAo

Similar Sites:
Crowdfunder: http://www.crowdfunder.co.uk/fundraising/legal-cases
Fundedjustice: http://fundedjustice.com/

DANSKE
ADVOKATER

Workflow & Collaboration



What is Workflow Mgmt

- A **workflow application** is a software application which automates a process or processes.
- The processes are usually business-related but can be any process that requires a series of steps to be automated via software.
- Some steps of the process may require human intervention, such as an approval or the development of custom text, but functions that can be automated should be handled by the application

Soure: Wikipedia

DANSKE ADVOKATER

Example of Workflow & Collaboration HighQ

LOCATION: UK

URL: http://highq.com

INFO:

- Founded 2001 - 201 – 500 employees
- Widely used workflow mgmt. & collaboration solution among legal firms in the Nordics
- Handled 20.000+ transactions through their data room
- Investors: Morgan Stanley, Goldman Sachs and more

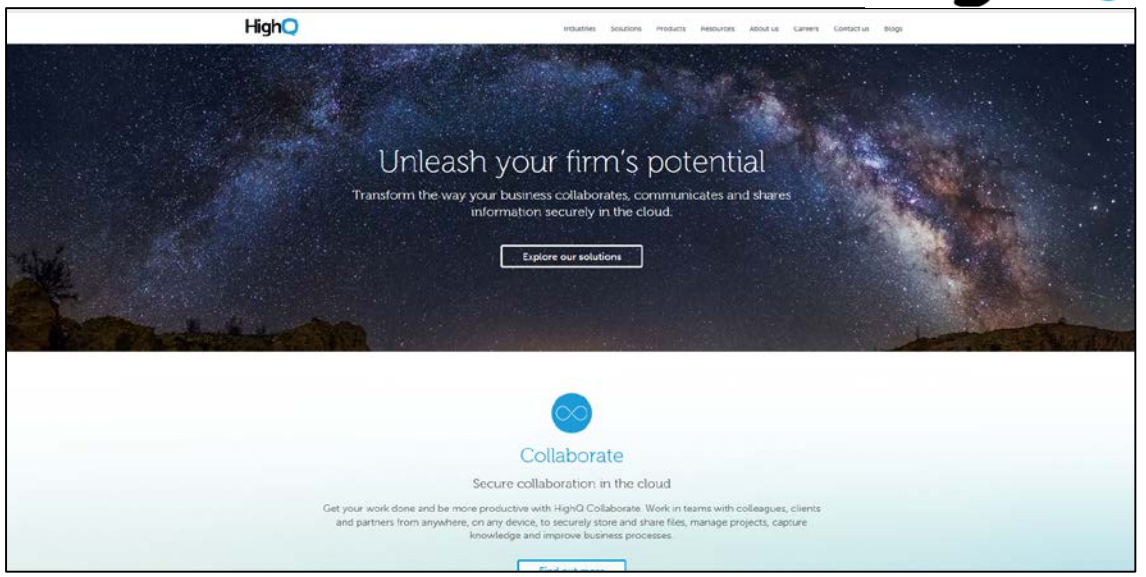
FUNCTIONAL AREAS:

- Virtual data room & Due diligence
- Team collaboration
- Project & contract mgmt.
- Document mgmt. & automation
- Internal/external knowledge mgmt

SOLUTION(S):

- **HighQ Collaborate** - work in teams with colleagues, clients and partners from anywhere.
- Store and share files, manage projects, capture knowledge and improve business processes
- **HighQ Publisher** - create and manage portals, publish articles, blogs, events, microsites,…
- **HighQ Data room** - manage transactional documents

Intro video:
https://youtu.be/yAmPcX8up6E



DANSKE
ADVOKATER

Blogging

What is a blog

- A **blog** is a discussion or informational website consisting of text entries ("posts")
- Blogging (writing posts) can be written by a large numbers of authors and are sometimes professionally edited. Blogs from newspapers, other media outlets, universities, think tanks, advocacy groups and similar institutions account for an increasing quantity of blog traffic.

Soure: Wikipedia

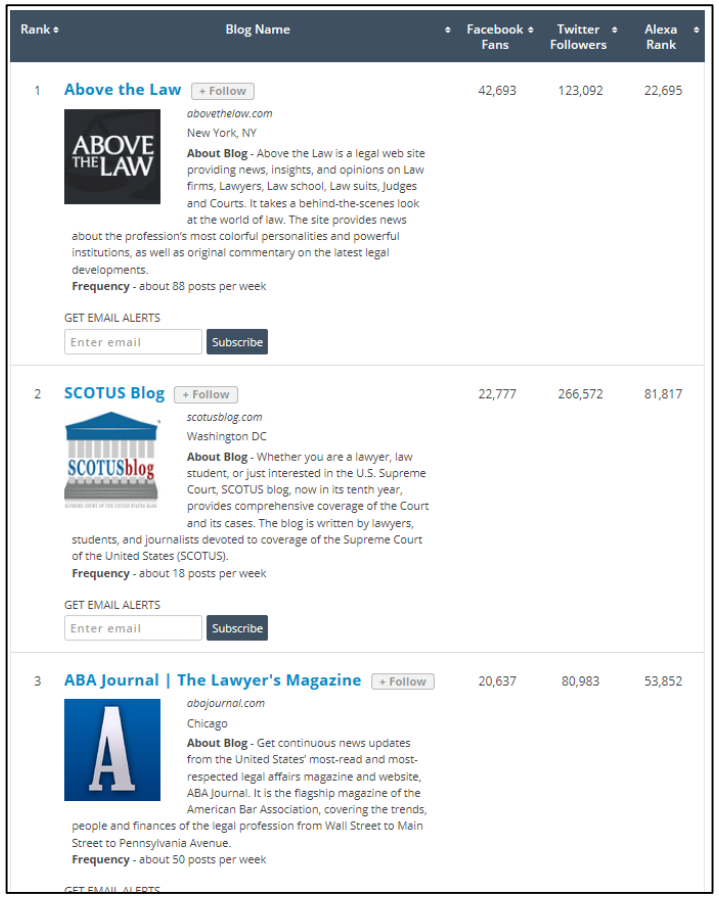
Blogging by lawyers

- Lawyers have historically been reluctant to use blogs or write posts – i.e. to share their insights and knowledge with fellow lawyers – e.g. their opinion on a specific court ruling etc.
- However, this is changing – in the US it is becoming increasingly popular for lawyers to ”blog”. Today 60% of law firms w. 500+ employees have their own blog and 81% of the Am Law 200 are using blogs as part of their marketing efforts
- Casetext has built a community w. over 350.000 unique users / lawyers per month
- All blogs and comments are stored on the ”Casetext Communities” platform for easy future access
- Top 100 Legal Blog sites: http://blog.feedspot.com/legal_law_blogs/

Denmark:

- Total number of Social Media users in percent of total number of Internet users: 69,9% (2016).
- This means that ~70% of lawyers use one or more social media tools (Facebook, LinkedIn, Twitter, Messenger, Instagram, blogs,…..)

Source: 2016 *Legal Technology Survey Report; Lexblog*



Rank	Blog Name	Facebook Fans	Twitter Followers	Alexa Rank
1	**Above the Law** + Follow abovethelaw.com New York, NY **About Blog** - Above the Law is a legal web site providing news, insights, and opinions on Law firms, Lawyers, Law school, Law suits, Judges and Courts. It takes a behind-the-scenes look at the world of law. The site provides news about the profession's most colorful personalities and powerful institutions, as well as original commentary on the latest legal developments. **Frequency** - about 88 posts per week GET EMAIL ALERTS Enter email Subscribe	42,693	123,092	22,695
2	**SCOTUS Blog** + Follow scotusblog.com Washington DC **About Blog** - Whether you are a lawyer, law student, or just interested in the U.S. Supreme Court, SCOTUS blog, now in its tenth year, provides comprehensive coverage of the Court and its cases. The blog is written by lawyers, students, and journalists devoted to coverage of the Supreme Court of the United States (SCOTUS). **Frequency** - about 18 posts per week GET EMAIL ALERTS Enter email Subscribe	22,777	266,572	81,817
3	**ABA Journal | The Lawyer's Magazine** + Follow abajournal.com Chicago **About Blog** - Get continuous news updates from the United States' most-read and most-respected legal affairs magazine and website, ABA Journal. It is the flagship magazine of the American Bar Association, covering the trends, people and finances of the legal profession from Wall Street to Main Street to Pennsylvania Avenue. **Frequency** - about 50 posts per week	20,637	80,983	53,852

http://blog.feedspot.com/legal_law_blogs/

Types of Legal Blogs:

- Business Law Blog
- Employment Law Blog
- Election Law Blog
- Technology Law Blog
- Marketing Law Blog
- Privacy Law Blog
- Construction Law Blog
- Personal Injury Law Blog
- Criminal Law Blog
- Sports Law Blog
- Cyber Law Blog
- Fire Law Blog
- Entertainment Law Blog
- Auto Law Blog
- Copyright Law Blog
- Trademark Law Blog
- Fashion Law Blog
- Environmental Law Blog
- Broadcast Law Blog

Video on Blogging at Fox Rotschild:
https://youtu.be/rO5nICIZyu4

DANSKE ADVOKATER

Example of Blogging Solution: Casetext

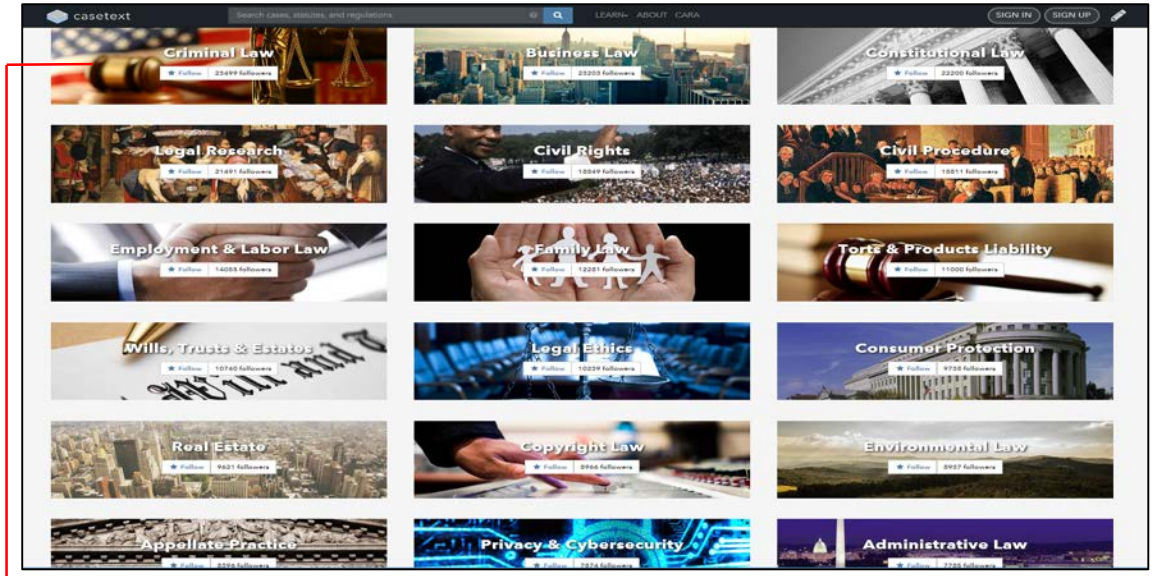
LOCATION: US

URL://https://casetext.com/communities

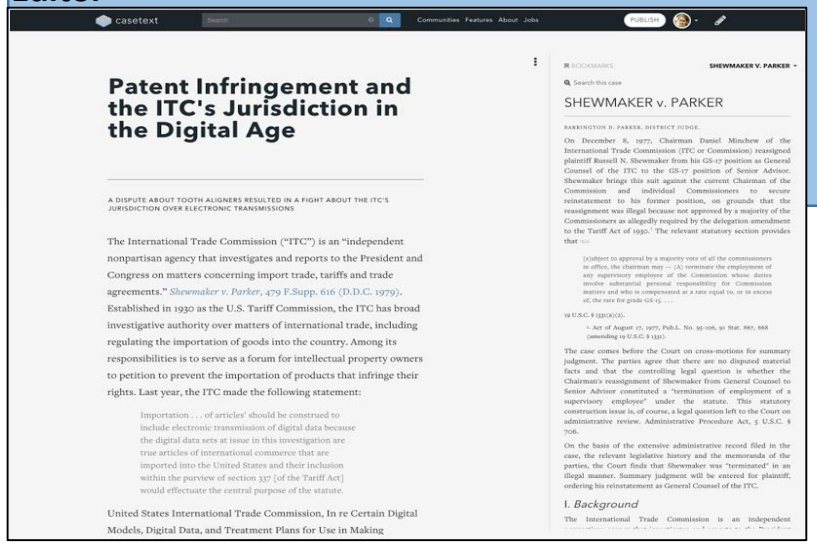
INFO:

- Founded 2013 – 11-50 employees
- Tap into the collective expertise of the entire legal community - for free
- Search over 10 million judicial opinions, statutes, and regulations
- Read cases annotated by our community of tens of thousands of lawyers and legal experts

- Browse community pages to find all the best commentary in your practice areas
- Connect with colleagues who are active in the same communities you are
- Start or join conversations about legal topics you're interested in.



Editor



Patent Infringement and the ITC's Jurisdiction in the Digital Age

A DISPUTE ABOUT TOOTH ALIGNERS RESULTED IN A FIGHT ABOUT THE ITC'S JURISDICTION OVER ELECTRONIC TRANSMISSIONS

The International Trade Commission ("ITC") is an "independent nonpartisan agency that investigates and reports to the President and Congress on matters concerning import trade, tariffs and trade agreements." *Shewmaker v. Parker*, 479 F.Supp. 616 (D.D.C. 1979). Established in 1930 as the U.S. Tariff Commission, the ITC has broad investigative authority over matters of international trade, including regulating the importation of goods into the country. Among its responsibilities is to serve as a forum for intellectual property owners to petition to prevent the importation of products that infringe their rights. Last year, the ITC made the following statement:

> Importation . . . of articles' should be construed to include electronic transmission of digital data because the digital data sets at issue in this investigation are true articles of international commerce that are imported into the United States and their inclusion within the purview of section 337 [of the Tariff Act] would effectuate the central purpose of the statute.

United States International Trade Commission, In re Certain Digital Models, Digital Data, and Treatment Plans for Use in Making

SHEWMAKER v. PARKER

Final document/blog post

California Supreme Court Opinion A Game Changer for Discrimination Cases

Ramit Mizrahi
FOUNDER AT MIZRAHI LAW, APC

On May 4, 2015, the California Supreme Court unanimously decided a case that will be a game-changer for lawsuits brought under California's Fair Employment and Housing Act (FEHA). In *Williams v. Chino Valley Independent Fire District*, the Court addressed the issue of when losing FEHA plaintiffs may be required to pay their opponents' case costs. The Court held that a losing plaintiff may be ordered to pay a prevailing defendant's costs only if the "court finds the action was objectively without foundation when brought, or the plaintiff continued to litigate after it clearly became so."

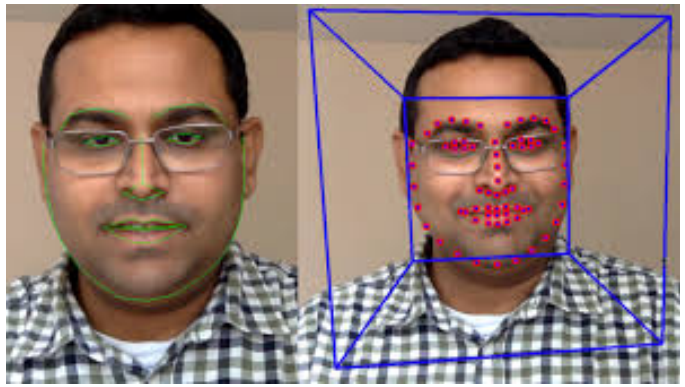
Williams was a firefighter who sued his employer for disability discrimination in violation of FEHA. Williams lost the

https://casetext.com/posts/introducing-legal-pad

Other Technologies

Facial Expression Recognition

Forecasting – Legal Fee Estimation



Facial Expression Recognition

Combining camera technology with Artificial Intelligence to recognize facial expressions and identify a persons mood, gaze, etc. – i.e. the persons general state and well-being

"Ellie is a psychologist, and a damned good one at that. Smile in a certain way, and she knows precisely what your smile means. Develop a nervous tic or tension in an eye, and she instantly picks up on it.

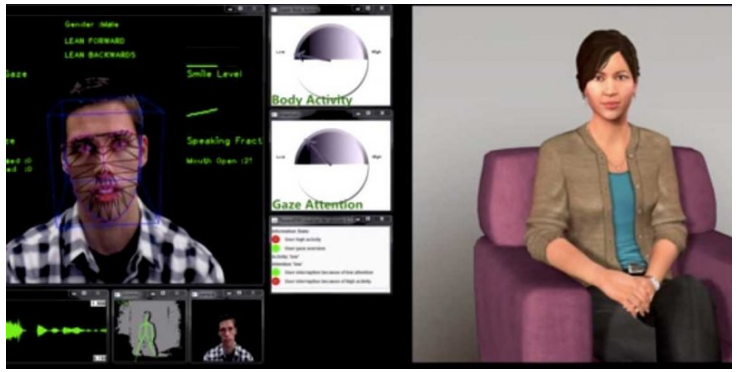
She listens to what you say, processes every word, works out the meaning of your pitch, your tone, your posture, everything. She is at the top of her game but, according to a new study, her greatest asset is that she is not human."

Now take this solution to the court room to verify if the person in the witness stand tells the truth! This may not be operational today – but will likely be possible soon

How facial recognition caught a 40-year fugitive.
Video: https://www.youtube.com/watch?v=E68PmlE2-YE

Data point:
A researcher at Cambridge University has collected 12 Billion facial expressions (facial data points) from people all over the world!
To be used for Facial Recognition Software

Meet Ellie – the AI Psychologist



Video Simsensei / Multisense:
https://youtu.be/I2aBJ6LjzMw

DANSKE ADVOKATER

Legal Fee Estimation Example: Forecast.it

Forecast.it

LOCATION: Denmark

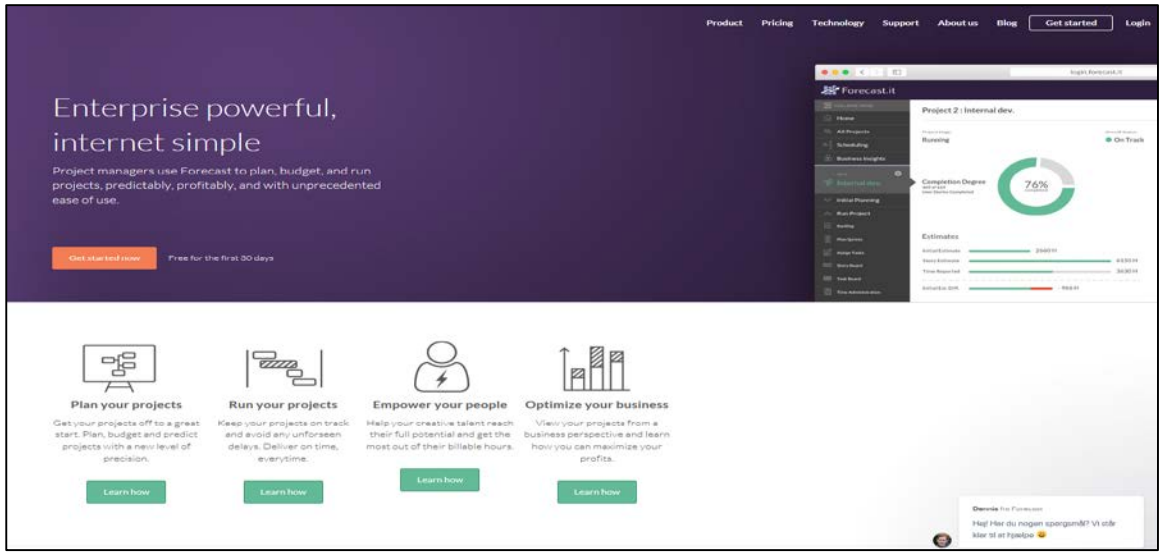
URL: http://forecast.it

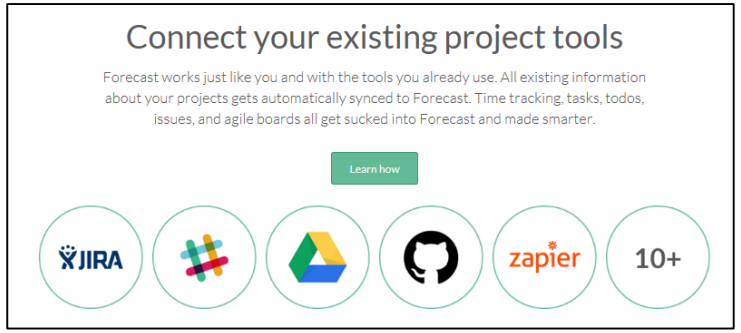
INFO:

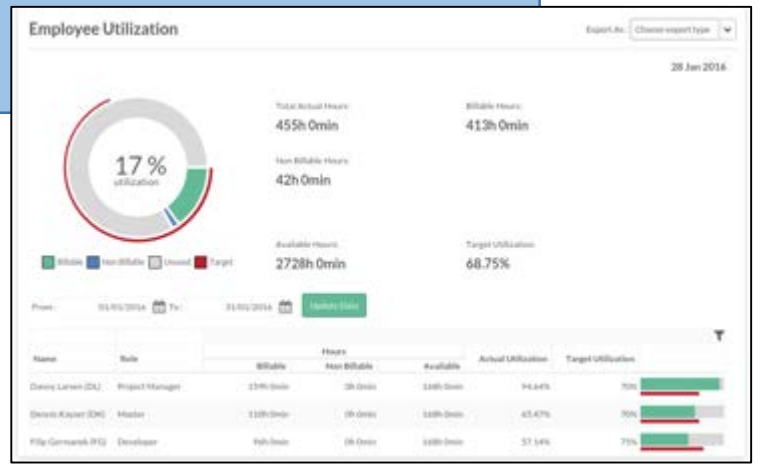
- Founded 2016 – 11 - 50 employees
- Create predictability in pricing
- Forecast.it use AI and Machine Learning to constantly improve the quality of your estimates
- Combines anonymized data from 5.000+ projects to help you improve your estimation
- As the project develops and tasks get more specific, the system is simultaneously updated with more data. Since the machine is constantly learning how your team works, Forecast.it helps you update your project estimates.
- Using Forecast.it, companies are now planning projects with 94% accuracy!

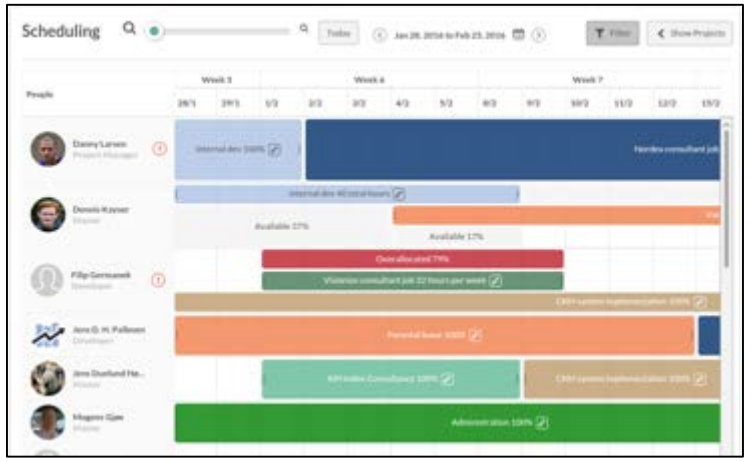
TECHNOLOGY:

- Web based estimation platform
- AI & Machine Learning









DANSKE
ADVOKATER

Access To Justice (A2J)

Definition and solutions to be offered

Classical:

- Access to getting cases solved at the court – traditional discussion about costs, legal expenses insurances (retshjælpsforsikring), free process

Extended:

- The accessibility of qualified legal advice – the appreciation of legal contexts

Economy:

- Focus is ”Access to Justice” – what it means to assert a persons rights / make a persons rights applicable
  - As an example, in public proceedings, in order to get your ”right” / get your way you either have to have legal help or be able to understand legal contexts on your own

Solutions:

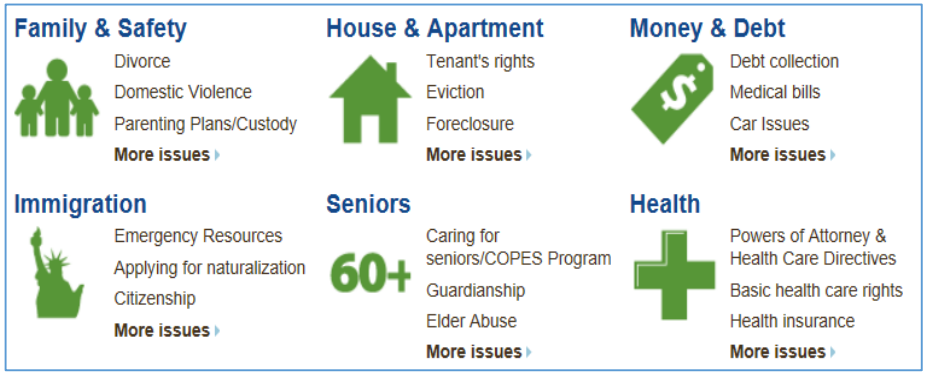
- Increase the access to and availability of knowledge for free on the internet
  - Today a lot of communication is based on a transcript of the law which is too hard to interpret for most people – as they don’t have the prerequisites to read / understand the legal texts
  - Accessibility via animations, videos, pictures, chatbots, etc.

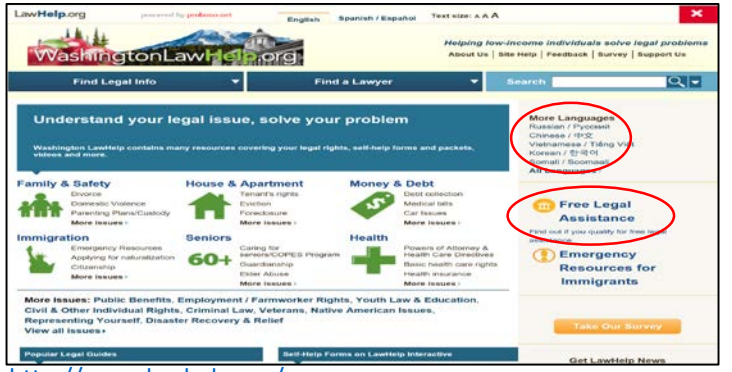
DANSKE ADVOKATER

Example of Solutions for Pro Bono Work

- **Probono.net – Platform for the Pro Bono lawyer**
  - Contains tools, templates, guidance, training etc. for lawyers providing pro bono work
  - Ensures access to consistent and relevant quality guidance across the country
  - Provides an overview of the (governmental) places to seek information about rights, obligations, etc.
- **LawHelp.org + Civil Resolution Tribunal – Platform for Low Income clients**
  - Provides help, templates, guidance + an online tribunal tool
  - Focus: civil legal issues e.g. small claims disputes about contracts, debts, personal injury, personal property, etc.
  - Chatbox functionality w. real lawyers working pro bono

Areas of assistance:

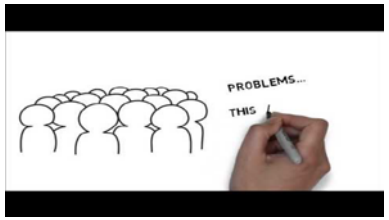




http://www.lawhelp.org/

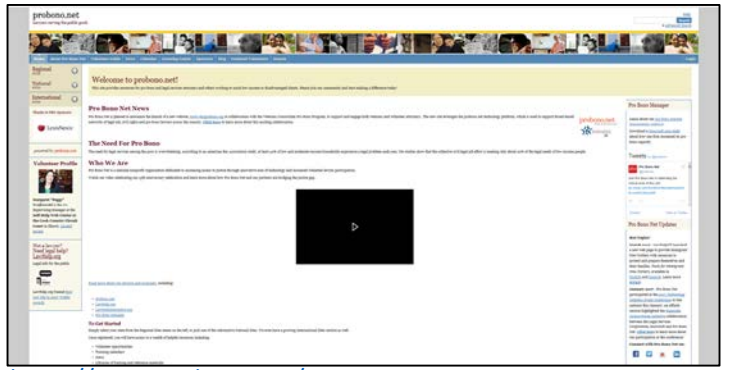
Video – LawHelp: https://youtu.be/jIt9dbrJ5hY

Video – Probono.net: https://youtu.be/xYf1ZquX9cU



Video – Civil Resolution Explorer: https://youtu.be/-wbmqjVjXxw

Video – Free Legal Answers: https://youtu.be/1DQzZkTcI_M



https://www.probono.net/

Civil Resolution Explorer (Tribunal) - https://www.civilresolutionbc.ca/ ; **Free Legal Answers** - https://abafreelegalanswers.org/

DANSKE ADVOKATER

Example of A2J Incubator: HiiL

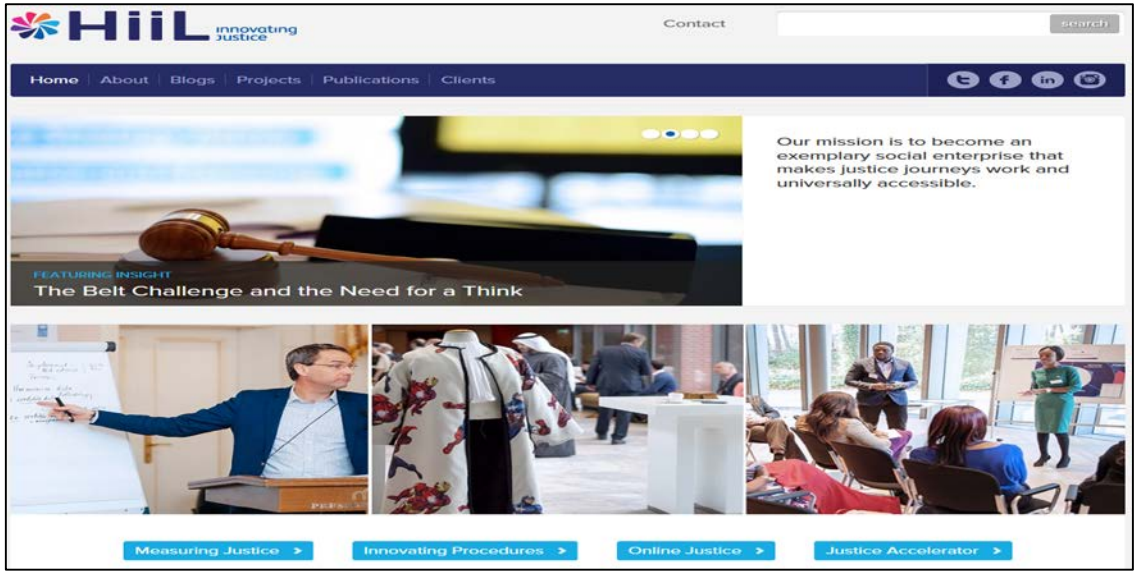
LOCATION: NL

URL: http://www.hiil.org/

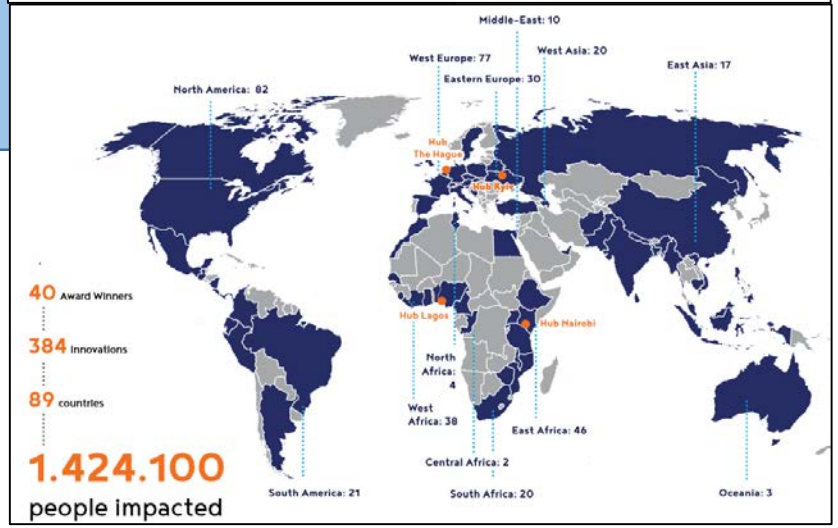
INFO:

- Founded in 2005 – 11 – 50 employees - The Hague Institute for Innovation of Law (HiiL)
- Not-for-profit institution focusing on global Access To Justice (ATJ)
- Partnering with NGOs, governments and legal entrepreneurs to improve rulemaking and conflict resolution processes
- Operates in 11 countries: Nigeria, Kenya, Uganda, Jordan, Tunisia, Lebanon, Mali, Bulgaria, Ukraine, The Netherlands, and the United Arabic Emirates

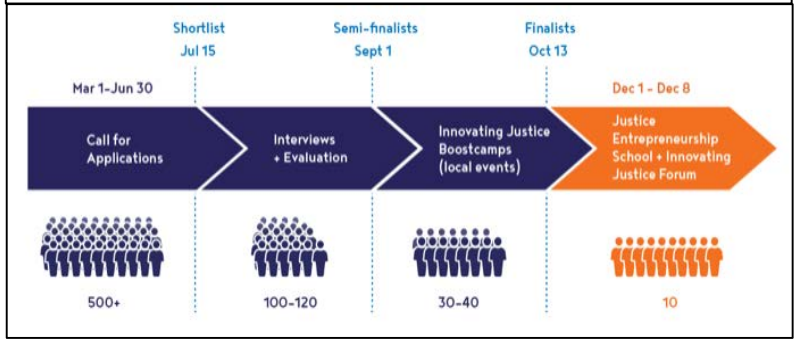
- "Justice Entrepreneurship School" in The Hague
- "Innovating Justice Challenge" – Accelerator Program
- Access To Justice Startup areas:
  - Human Rights (24%)
  - Corruption and Transparency (22%)
  - Employment and SMEs (18%)
  - Dispute Resolutions (13%)
  - Family & Children (11%)
  - Security (5%)



Vision: Provide ATJ to 20M people in 2020



Innovating Justice Challenge 2017 – Accelerator Program



ATJ Startup results:

Justice Accelerator's social return on investment

For every 3 euro we spent, 1 person got access to justice

Every 1 euro we spent unlocked another 6 euros of investment in justice

Every 1000 euro we spent created 1 job and an average of 3 livelihoods

MUST READ:

ATJ / Accelerator Program Presentation

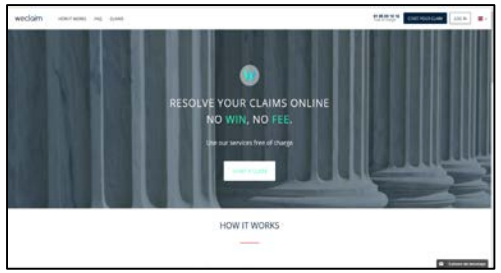
http://www.hiil.org/data/sitemanagement/media/HJA%20Impact%20Report.pdf

DANSKE ADVOKATER

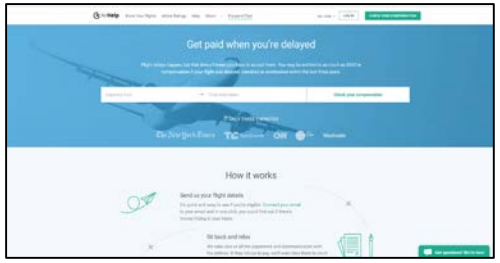
Examples of Justice as a Service – JaaS

Typically ”no cure – no pay”

http://henrikzillmer.com/justice-as-a-service

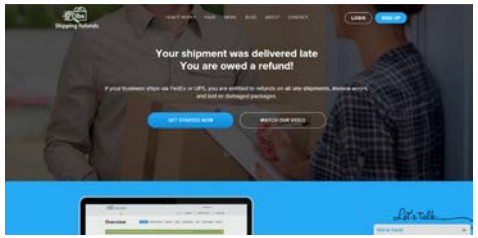


https://www.weclaim.com/en-GB (6 lande)



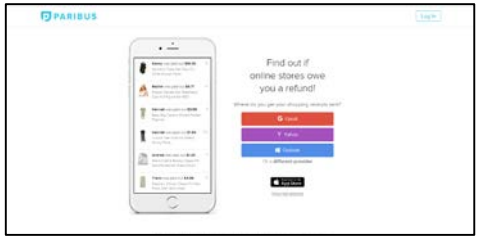
Https://www.airhelp.com

https://www.flyforsinkelse.dk



https://71lbs.com/ - Claims against UPS & Fedex

https://billfixers.com/ - Renegotiate bills from Telecom providers



https://paribus.co/ - Refunds from stores

https://www.fixedlaw.com/ - Traffic Tickets

Acquired by Lawgix: http://www.lawgixlaw.com/