

## COURTCALL APPEARANCES FOR JAMS

### Benefits and Use Cases

#### *Use CourtCall's Technology to Fully Replicate existing Arbitration and Mediation Procedures*

##### Overview

- **With CourtCall as your partner, you can confidently inform your clients that remote participation is available, accepted and welcomed.** CourtCall eliminates the “one-off” nature of current remote participation efforts and brings consistency to the process just as we have in thousands of courtrooms for millions of hearings.

Too frequently, busy business managers or case managers may fail to inform participants of the availability of remote participation. Thousands of dollars are spent on facilities, food and other amenities. Such comforts can be necessary and important enhancements to promote effective ADR hearings. Remote participation can and should be similarly viewed and utilized.

**Indeed, more frequently than providers consider, the client or attorney will gladly trade on-site amenities for timely resolution, convenience and lower cost.** Increasingly, remote participation is an unmet demand of your clients. There are situations for either or both on site and remote participation. CourtCall can provide the flyers, website enhancements, and suggested language for your intake/submission forms.

- Provide added value for your clients without increasing your own overhead – CourtCall provides the software, technical support and promotion.
- Enhance and expand the availability of your individual Panel members.
- Local, National and International participation available. Whether the need setting is local or international, **remote interpretation requirements are easily met via our various solutions.**
- One or all participants/Neutrals may be remote.
- Device/Platform Agnostic
  - Browser based, no downloads or plugins/extensions
  - Accessible from computers, laptops, mobile devices and tablets
  - Connect from hardware based SIP endpoints (Cisco, Poly, etc...)

- Secure platform
  - All application access is over HTTPS
  - DigiCert SHA2 Secure Server – TLS\_RSA\_WITH\_AES\_256\_CBC\_SHA (standard AES 256 Encryption)
  - Application certificate uses the ECDHE (elliptical Curve Diffie-Hellman Encryption) cipher suite, which is the latest encryption strength (SHA256) and key strength (2048-bit).
  - Certificates/security measures are updated as called for by current and evolving standards.
- By appropriate agreement or stipulation, sessions can be recorded. This may be particularly valuable for mock hearings, mock trial and other related situations.
- Reduce the expense associated with smaller value hearings. Particularly useful for hearings run through the Alternative Fee Program.
- Increase participation in all hearings, regardless of the size
  - Experts
  - Carrier Representatives
  - Percipient witnesses
  - Parties
- Improve control over proceedings
  - Limit the instances where in-person contact is actually an initial or ongoing detriment to an effective hearing or mediation
    - Disruption, animosity and tension frequently slow, derail and create other challenges to effective mediation and arbitration hearings. Remote participation can allow a “presence and input” without the potentially distracting “drama.” Those with an important interest need not be excluded.
    - With CourtCall’s patent pending private sub-conferencing feature and private waiting rooms, you can replicate the common “caucus,” “shuttle diplomacy” or “hallway conferences.”



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- With direct DocuSign integration, agreements can be documented and finalized in real time – limit the situations where needless post-agreement delays and protracted negotiations arise.
- Included group chat, screen sharing and document sharing features
- CourtCall moderators are trained to support highly complex hearings where appropriate.

### **Case Managers**

- Limit your burden and the burden on your colleagues. CourtCall coordinates with participants on JAMS' behalf.

You did not take your position to be an 'expert' on remote technologies and the nuances associated with CourtCall, Skype/Teams, WebEx, BlueJeans, Zoom or other platforms.

None of the others offer the **immediate and real-time service and support** that CourtCall has provided to the legal community for decades.

### **Neutrals**

- Too frequently, the time and convenience of the Neutral is not considered and it is assumed that the Neutral must be on-site when that simply is not the case.

Status hearings, reports, discovery disputes and even Arbitration and Mediation sessions may be conducted with the Neutral's remote participation.

- You can and should request remote participation whenever it is deemed appropriate
- Expand the geographical reach of your practice. Stop turning business away. You have the expertise that is required in other communities.

### **Attorneys**

- Have confidence in the quality of the service by using a trusted partner like CourtCall.
- Distinguish yourself to your clients.
- Demonstrate to clients that you are committed to the most cost-effective resolution of their matters.



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- Suggest remote participation more frequently and use it as an effective strategic and planning tool, not an occasional after-thought.

### **Clients**

- Demand that your attorneys utilize the most effective and efficient technology to resolve your matters.
- Limit needless travel for your busy staff and executives where in-person attendance or participation are not required.
- Remotely monitor matters instead of relying upon useful but second-hand post event reports.