

## 7. DO IT YOURSELF AND ONLINE SUPPORTED DISPUTE RESOLUTION PLATFORMS

Many people rely on self-help for their legal problems, see our report [Understanding Justice Needs](#). They fill in forms, make documents together or settle their disputes. Platforms can empower them to do this. For those who are less adept in processing the problem, platforms make it easier for families, friends or social workers to help them. Judges, lawyers and other bridge-builders want easy access to information, log their contributions and to participate in a structured process. IT can provide this. The challenge is to make demand and supply meet, so that high quality platforms can be developed, and used at scale. Inspiration could come from the energy sector, where different systems of supply are connected by one grid. In the same way, case management platforms used by courts can be connected to private platforms. The goal is not so much to build comprehensive systems, but to connect them as seamless services for end-users. Who now have to tell and write down their story again and again.

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Goal:	Stimulating the co-creation and use of platforms. Creating a number of game-changers. Linking courts and informal justice providers with end-users. Providing integrated services for end-users. One stop shop experience.
Activity	Coalition building. Creating a system for certification and market transparency. Engaging courts and ministries of justice to actively searching for and buying the best online platforms. Configure/build platforms for most urgent problems. Linking processes to local, informal justice. Create solutions for procurement.
Deliverables	Next generation platforms. Transparent market for (online) services. An active market where courts, legal services providers and end-users buy high quality platforms.
Proof of concept and partners	LegalZoom. Avvo. Many platforms in other countries. Configurable case management platforms. Legal Tech Alliance.
Business model	Justice Technology Alliance. Social impact investors. Courts and ministries as lead customers. Partnership jointly developing systems (open source or appropriate IP and licensing arrangements. User fees and fees from courts and providers of legal services.
First indication of resources needed	\$10 million for coalition building and matching supply and demand \$40 million investments in platforms and cooperation between them

SEE OUR REPORT *UNDERSTANDING JUSTICE NEEDS FOR BACKGROUND AND DATA*

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