



ResolvNow™
Innovative Resolution Services



Technology-enhanced Dispute Resolution (TeDR™)

A REVOLUTIONARY APPROACH TO PROBLEM SOLVING

October, 2014

INDUSTRY LEADERSHIP QUOTES:

"I am impressed by ResolvNow's bold vision of Technology enhanced Dispute Resolution (TeDR) and its innovative process and methodology. I believe it holds great potential to add considerable value to the effectiveness, efficiency, and access to constructive conflict resolution practices for both providers and users and deserves our attention and support."

-Dr. Neil Katz, Professor Emeritus, Syracuse University and Professor, Nova Southeastern University

"After nearly 30 years in the Dispute Resolution industry, I have yet to see another organization that has taken dispute resolution systems, business processes, consumer branding, and modern technology as far as ResolvNow has with TeDR. This truly is the future of the Dispute Resolution field."

-Dr. Brian Polkinghorn, Distinguished Professor, Department of Conflict Analysis and Dispute Resolution, Salisbury University

"In my twenty-plus years' experience practicing law, I have found that our judicial system is overburdened and underfunded. Of the three branches of government, the judicial branch receives less than one-half of one percent of our state budget. TeDR is positioned to provide a parallel dispute resolution system that can help relieve docket-pressure while enhancing associated professional service providers' endeavors"

**-Paul Kimsey,JD
Kimsey Law Firm, PA**

What is TeDR?

Technology-enhanced dispute resolution (TeDR) is a modern evolutionary trend in the Alternative Dispute Resolution (ADR) industry that leverages a new and unique dispute resolution process and online technologies developed by ResolvNow Corporation to facilitate the resolution of disputes between two or more conflicting parties. TeDR methodology is grounded in a systems-based approach that offers consumers and business clients access to a full-service suite of dispute resolution processes and professional service providers, both online and in traditional face-to-face (f2f) settings.

TeDR can be seen as a combination of best practices in the primary disciplines of ADR, facilitation, negotiation, mediation, arbitration, and other professional services with a proper blend of human elements and enhanced by applying innovative techniques and modern technologies to each process. Our methodology is technology-enhanced, but not entirely online unless a fully online process is desired by the client or warranted by the dynamics of the dispute itself. Clients are given every opportunity to engage f2f in traditional settings with dispute resolution and professional service providers if they prefer that approach. TeDR gives clients a unique opportunity to make use of the most valuable and relevant dispute resolution processes and professional services available in the market today to resolve their disputes in a quick, cost effective, and highly efficient manner while maintaining control of the process from start to finish.

Dispute Resolution Industry—Ripe for Innovation

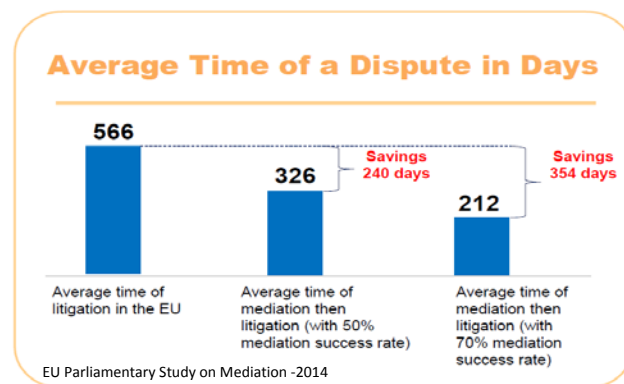
Dispute Resolution and mediation has become increasingly popular in business and commerce.

Traditional legal systems have been found to be innately adversarial, pitting one party against another, whilst mediation has built a reputation of reducing costs and curtailing the delay prolific in litigation.

87% of US voters disapprove of the number of lawsuits in the US according to a 2013 public opinion survey.

Institute for Legal Reform
www.instituteforlegalreform.com

Litigation is designed to isolate the true baseline issue of each point in a particular case, resulting in a balance of positioning, point/counter-point, defensive/offensive moves by the involved parties. This leads to a natural devolution of space for mutually beneficial resolution options to be created—human response to this type of resolution environment is to assume a position



that seeks the maximum “win” over other parties involved. The assumption from each side (note the exclusionary concept of “sides” self-creating here), is that the other is also, by default, positioning in the same manner.

The desire to move toward a more mutually satisfactory resolution space is what prompted the birth of the Alternative Dispute Resolution (ADR) industry, and Online Dispute Resolution (ODR), a natural evolution towards maximizing efficiency of the outlined processes within ADR. The result, through the utilization of mediation, arbitration, negotiation and facilitation, was the creation of resolution environments more

conducive to deescalating the adversarial positioning found in traditional litigation processes. Unfortunately, this online industry has struggled to create, maintain and secure adoption with mainstream audiences, and has found itself being drastically underutilized and misunderstood.

The benefits of implementing non-traditional and technology-enhanced dispute resolution processes seem readily apparent—increased efficiency, less-adversarial resolution environments, and more space for option generation. However, there are three major points of inertia that the Dispute Resolution industry has had difficulty in overcoming:

1. Establishing a Mutually Beneficial Relationship with the Legal Community— In the effort to create, solidify and evangelize processes, the Dispute Resolution industry has, ironically, fallen into something of an adversarial relationship with the traditional legal community. There is major confusion among consumers about the difference between a lawyer mediator and non-lawyer mediator, how long the process takes, how much it costs, when the best time to engage in mediation is, and what actually happens during the process. By consistently emphasizing the differences between the two approaches to dispute resolution, the space for mutually beneficial industry augmentation has been drastically reduced. For parties in dispute, mediators who

are also classically trained attorneys would appear to be an obvious selection over mediators who do not have a legal background. However, attorney-mediators generally take a decidedly different approach to mediation, focusing on settlement and trial avoidance as opposed to classic non-attorney mediators who focus on dispute/conflict resolution and creative problem solving.

Attorney-mediators trained in adversarial litigation must often overcome their background in order to explore more creative and collaborative solutions to disputes. Both the ADR and Legal industries have traditionally chosen to view each other as competitors rather than complimentary methods of addressing a massively overloaded collective societal dispute docket.



2. Finding a Relevant Point of Balance with Technological Innovation— There is inevitable inertia that must be overcome before technological innovation in an industry is accepted as positive change. Dispute resolution practitioners have encountered this phenomenon in the context of attempting to align an innately humanistic field with the interactive distance created by internet tools and systems. While multiple variables impact the speed and success rate of this transformation, the primary friction points exist in two areas: Understanding the new technology and finding ways to apply new technology to established processes. These obstacles would

Increasing Pressure on Dockets

In 2013 filings of civil cases in the U.S. district courts increased 2 percent, rising by 6,162 cases to 284,604. Notably, the number of authorized judgeships has remained the same since 2011, even though the number of cases has increased 2.2 percent from 2012-2013.

www.uscourts.gov/Statistics

appear to be virtually irrelevant in this particular instance due to the universality of internet saturation in contemporary life. The mainstreaming of online systems for personal and business applications is now the norm as opposed to the exception. However, the sheer speed in evolution of this medium of interaction presents a unique challenge in itself. Once processes are established in any industry, the points of friction created almost automatically shift from innovation to implementation, and in the best cases, refinement. When overlaid with a consideration of technology, there are two channels of movement that are created—1. The development of technology and 2. The development of the processes themselves. These channels have the (likely) potential to drift further apart, yet systems are increasingly required to communicate across traditionally isolated channels of interaction as full integration and ease of use are demanded.

"All monolithic industries will eventually have to embrace change. The U.S. legal system, like our education system, is outdated. The legal industry needs to look for a new technology-centric and collaborative model to meet the needs of clients. We strongly believe that TeDR is this new model. In today's technology driven world, legal services should be designed to empower disputing parties through processes and system platform that incorporates the best that technology has to offer. Traditionally the Court System has been a basic public service. The future requires the court and legal system be more open to the citizenry, easy to access and at a reduced cost to the taxpayers"

-ResolvNow Founder and CEO, David Puckett

There is a strong need for the proper blending of process and technology in a way that attracts consumers and helps them understand how to use both. Industries such as Dispute Resolution, that are not inherently based in technology, are

often left struggling to maintain relevant identities in the frenetic forward momentum of hardware and software development. These industries are first and foremost users as opposed to builders of technology, and attempts to bridge that divide can be painful and numbingly slow.



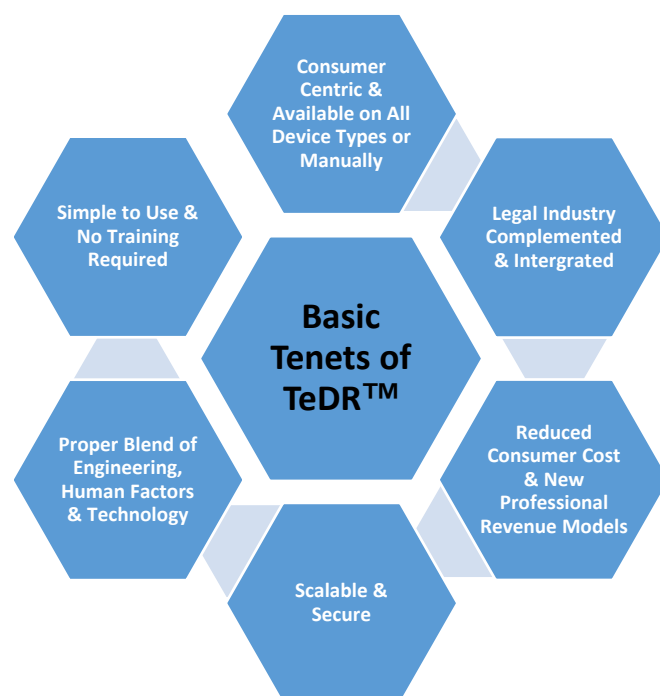
3. Developing Public Awareness of the Industry— To date most efforts in providing workable alternatives to traditional adversarial dispute resolution have remained moored in academic development, and have not been implemented in an effectively practical manner. The key component of this point of friction for the Dispute Resolution industry is innovation isolation. While there has been dramatic and important perspective reconstruction conducted within the Dispute Resolution community, there has been no effective collaboration with the appropriate supporting industries to maximize public awareness and implementation. Essentially, the innovators have attempted to shoulder not only the burden of developing and refining these processes and systems, but also the marketing and the business elements of the market push.

How is TeDR Different than ADR and ODR?

TeDR is much more than Alternative Dispute Resolution (ADR) as it has been traditionally referred to. The prefix 'alternative' in the ADR

acronym has for many years been a proverbial line in the sand between the Legal industry and the ADR industry. Unlike many ADR providers, ResolvNow realizes the necessity and benefits of working in direct partnership with the Legal industry and TeDR should not be seen as competition for or an alternative to the legal profession. TeDR supplements and does not substitute legal practices. Legal counsel, paralegal review, and other attorney services will be just as readily available to clients as arbitration, mediation, and facilitation. In fact, even when clients are able to resolve their dispute through the use of TeDR, many clients will opt to have their agreements reviewed by legal professionals before finalizing them.

As we researched and considered the design and future of TeDR methodology, a core tenet was designing the processes so the traditional legal system would consider this a new customer centric service and an extension of their core services. In fact, we believe that this methodology can be implemented with consumer services on a technology platform that could be leveraged as an outsourced service to many law firms. This will help law firms reduce costs and increase reach in attracting new clients. There is obviously much more to attracting new clients than each law firm just building out their individual firm's website, so technology enhanced and outsourced service could add value to firms that have not fully integrated technology into their practice.



In a similar respect, TeDR should not be confused with Online Dispute Resolution (ODR). ResolvNow seeks to actively distance itself from the term ODR which brings with it loaded perceptions and negative stereotypes that the entire dispute resolution process must occur entirely online. In contrast to this notion, TeDR methodology provides clients with multiple f2f, hybrid, and online options for engagement with qualified professional service providers. TeDR and any technology enhanced process must provide more to consumers than just Skype or video conferencing capabilities with professionals. There is no bigger advocate of blending technology with dispute resolution process than ResolvNow. However, proper blending of the human elements of the processes with technology enhancements is the critical piece that other ODR providers have often missed. ResolvNow has developed TeDR by adopting some of the best practices in ODR and ADR, while surpassing the limitations of

both by providing clients with access to multiple dispute resolution processes at any given time and place that is convenient for them.

2,692 months of litigation avoided in 2013 due to using alternative dispute resolution
www.justice.gov

It can be said that ResolvNow has built TeDR methodology off of the best practices in ODR and ADR while seeking to advance the adoption of dispute resolution processes in direct partnership with the legal industry and without the negative connotations associated with fully online ODR processes. Through incorporation of cutting-edge technology, industry specific business process, and consumer branding expertise, TeDR offers business clients and consumers much more than either ODR or ADR can alone.

Key Elements of the TeDR Process

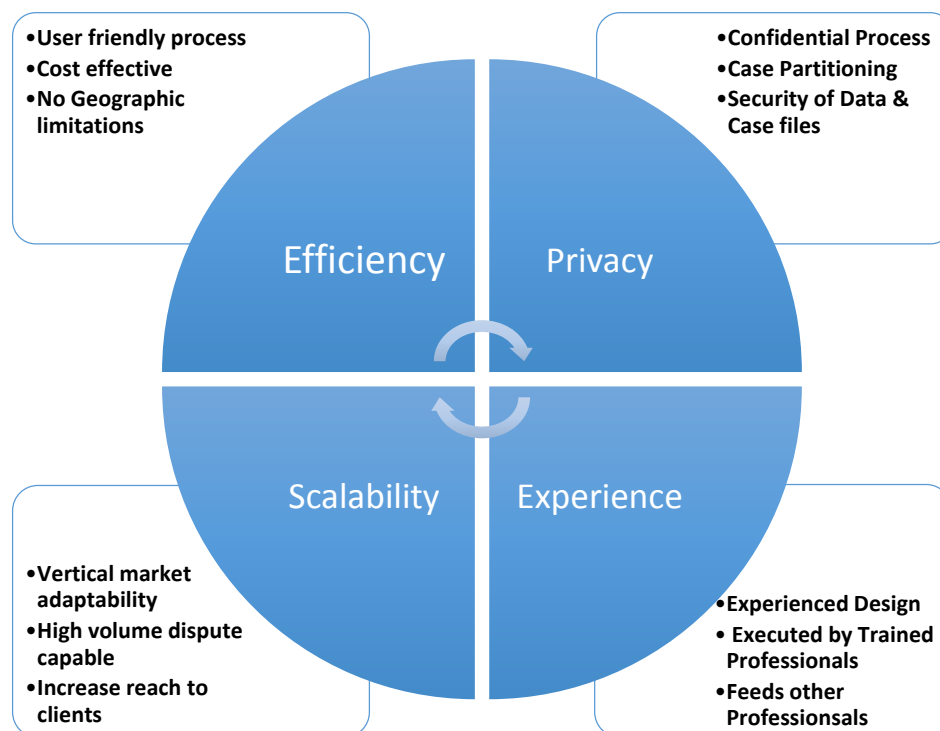
The foundation of TeDR methodology was designed with four key elements in mind. By

focusing on efficiency, privacy, scalability, and experience, ResolvNow has built and is advancing a unique process and methodology that provides enormous value to our consumers facing a wide range of dispute types, our business clients from a virtually endless spectrum of vertical markets, and our vast network of professional service providers.

Efficiency

The TeDR method of resolving conflict offers clients a high degree of efficiency by streamlining the resolution process and putting multiple options for resolution in their hands. Every step of the TeDR process provides clients with the choice of user-friendly f2f, hybrid, and online processes that utilize the skills of professional service providers and software that they are already familiar with. No client training is required to master the features of the TeDR process. Cost effective dispute resolution and professional service options mean that clients

Key Elements of TeDR Methodology Design



never have to pay for time, services, or software that they do not need to reach an agreement. Geographical barriers that have traditionally limited adoption of dispute resolution processes are entirely eliminated as TeDR methodology gives clients the ability to access professional dispute resolution services anywhere in the world through online systems or in their own community when an f2f process is desired.

Privacy

As with all dispute resolution processes, confidentiality and privacy were key considerations in the TeDR methodology design. Only the clients, the assigned case facilitator, and the add-on service providers selected by the clients will have access to the personal and case information of each dispute. After an agreement is reached, clients are given a specific time frame to save their agreement. When the time frame expires, all confidential case related information is purged from the system to insure full privacy. Clients can fully trust that information security and confidentiality is taken just as seriously during the TeDR process as it is in when speaking with their own lawyer or a traditional ADR practitioner.

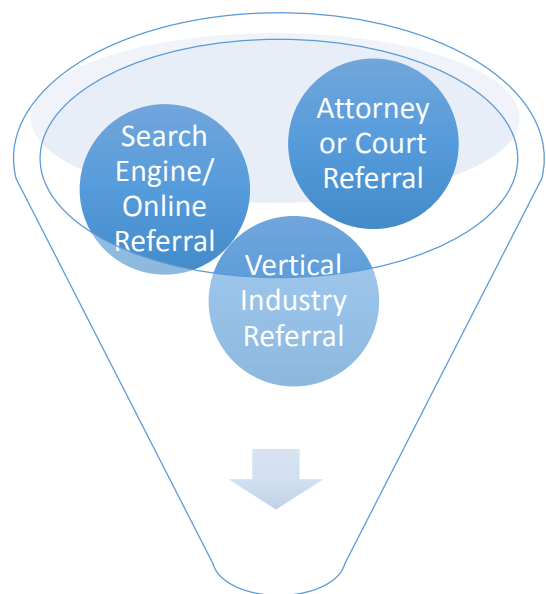


Scalability

The capacity of the TeDR process to meet the scalability and big data needs of clients was another key consideration during the design phase. TeDR can be custom tailored to the needs of vertical industry clients whether those

needs include resolving a small number of internal disputes or scaling up to meet the needs of tens of thousands of customer disputes and transactions. High volume dispute clients can opt to incorporate automated dispute services to quickly handle thousands of disputes when there is only a small area of potential outcomes. The TeDR process and the technology used to scale it to volume must also scale and increase each client's reach and meet their full range of dispute needs throughout the conflict resolution process employed. All of this is possible with minimal or no human intervention if necessary or desired by the client.

Feeder Funnel for TeDR Intake



Experience

The TeDR method was designed over a course of three years by thought-leading dispute resolution professors, practitioners, and technologists. After 10,000 plus hours of research, ResolvNow's deeply experienced

management and advisory teams have applied technology adoption methodologies and best practices of the facilitation, mediation, negotiation, and arbitration processes to operationalize and redefine the future of the dispute resolution industry. ResolvNow also ensures that all case facilitators and professional service providers successfully complete our TeDR training and that they are highly qualified in the TeDR process as well as their own respective areas of specializations before engaging with clients. ResolvNow recognized early on that most ODR providers worked on a “build it and they will come” model which often ignores the importance of user experience and has not proven to be successful in the market. ResolvNow considers user experience and satisfaction to be of utmost importance and another key area of differentiation

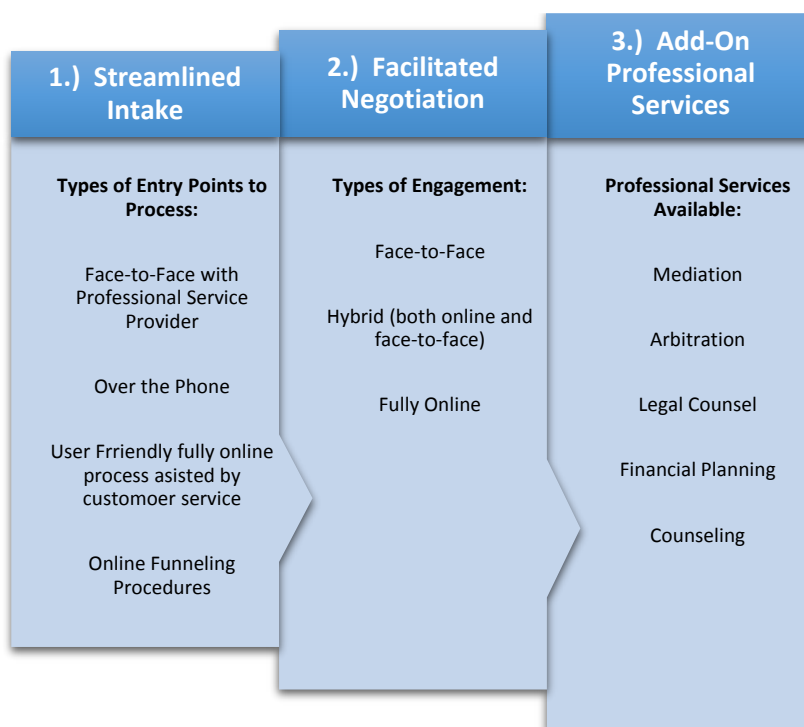
TeDR Process Overview

With an understanding of the current state of the dispute resolution industry and the key elements that guided the design and foundational architecture of TeDR

methodology, its functionality can best be grasped by a quick walk through of the actual flow of the TeDR process.

The ***first level of engagement*** is a streamlined intake process that is designed to enable consumers and business clients to quickly file a case and enter the TeDR process. Intake will emerge from multiple entry points known as feeder funnels. Essentially, cases will feed into the TeDR system from online dispute type specific sites including search engines, f2f referrals by our network of professional service providers and from court-based sources, over the phone, and from vertical industry referral sources. Many cases will go through an online intake process that requires parties to enter basic personal and contact information, as well as general information about the type of dispute they face. However, online intake is by no means the only point of entry to the TeDR process and our vast network of professional service providers are trained to easily help intake clients through brief f2f and phone sessions. Multiple entry points guarantee that consumers and business clients have flexible options to enter

TeDR Process: Three Levels of Engagement



the process through the means of communication that is preferred to them. Immediately after intake, case facilitators will process the client and dispute information and handle all aspects of entry into the next level of engagement.

The ***second level of engagement*** and the core process driving TeDR methodology is known as facilitated negotiation. This process refers to the use of a trained case facilitator who works directly with clients to identify and work through areas of disagreement and guides them towards sustainable and integrative solutions. It should be noted that the facilitated negotiation process differs significantly from mediation and arbitration due to the fact that clients remain in

Facilitated Negotiation

“Facilitated negotiation uses a neutral, objective person in negotiation sessions to help the parties reach an agreement more quickly. This neutral has the goal of advancing discussions by ensuring that the parties understand each other’s positions and extracting settlement strategies.”

Gary S. Berman
Dispute Resolution Journal

control of the process and are empowered to resolve their disputes themselves. Essentially, facilitated negotiation centers on helping to improve the communication process between clients and enhancing the clients’ abilities to find their own solutions to their dispute.

Case facilitators can engage client’s f2f, on the phone, or through online video conferencing software. Facilitated negotiation sessions take place after a case has gone through our intake procedure and include an uncovering of all relevant issues in the dispute and a collaborative process that aims to reach agreement in a quick and cost-effective manner. The case facilitators have multiple conflict analysis, option

generation, and settlement calculation tools at their disposal to help clients clearly identify all relevant contentious issues and to find creative and realistic solutions to each area of initial disagreement.



Because the initial phase of TeDR is built around facilitated negotiation, which includes discovery and initial settlement option generation, there is a default buffer of time that allows for de-escalation and issue clarification—both absolutely vital elements of reaching meaningful resolution. TeDR allows for even more flexibility in generating options by providing parties with options like non-binding arbitration which allows for an assessment of qualitative strengths and weaknesses of respective positions.

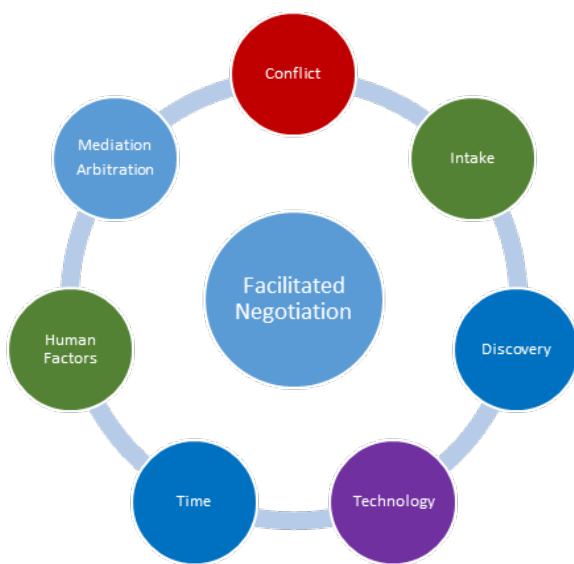
Clients and facilitators will have access to a “toolbox” of technology-based tools to help them find creative, collaborative, and sustainable solutions to the full set of issues in their dispute. ResolvNow has developed sophisticated and client friendly settlement options leveraging several of the ADR industry’s best practice models for settlement calculation. An innovative settlement calculator is available to facilitators which gives them the ability to

Facilitation

“ALL [facilitation] must be done with questioning: reality testing, out of the box options, etc. The key intervention for facilitators is, “questions that clarify” ...”

-Dr. Ted Becker, ResolvNow Cofounder, Alma Holladay
Professor of Civic and Community Engagement, Auburn University

show clients when there is already a zone of potential agreement regarding financial aspects of a dispute and helps when assessing their best alternative to a negotiated agreement (BATNA). New settlement algorithms empower the two parties and enhance the settlement process to help them work step-by-step towards generation of a settlement via an automated or manually generated settlement statement. This shows the parties that progress is being made throughout the entire dispute resolution process.



TeDR methodology does not include the legal industry practice of researching and using precedent. However, the process does include presenting the parties with recent settlement models of similar disputes. The goal is to arm clients with information and to allow them to brainstorm and consider proven options for settlement. These are just a few of the innovative tools and processes available to give clients and facilitators the power they need to reach agreement.

In many cases, the facilitated negotiation process will be all that clients need to reach a mutually beneficial settlement. However, some cases will require add-on professional services in

order to work through complex issues, major areas of disagreement, and other types of impasse that could not be solved through direct communication under the guidance of a case facilitator.



The **third level of engagement** occurs when clients decide to continue working towards a settlement with one or more of our professional service providers. It is likely that clients will reach agreement on many contentious issues during the facilitated negotiation process, but when they are unable to reach a full agreement on all relevant issues the facilitator will recommend that clients engage with one of our add-on professional service providers. These add-on services range from mediation and arbitration to legal counsel and financial planning, as well as many other services that traditional ADR processes have generally failed to connect clients with. This third and final level of engagement empowers consumers and business clients by providing them with a full set of dispute resolution and professional service options to meet all of their dispute needs regardless of the intensity, complexity, or geographical distance between the disputing parties.

Case facilitators can easily recommend specific add-on services to clients when they are unsure how to proceed after reaching an impasse. For example, when two parties are geographically separated by thousands of miles, the facilitator may recommend online mediation or arbitration

to help clients reach full agreement. However, in a case involving an internal employee conflict where disputants work in the same building or city, a face-to-face mediation may be more appropriately recommended by the facilitator in order for clients to reach full agreement. This third level of engagement is a major point of differentiation from previous methods of ADR and ODR as ResolvNow now gives clients access to more options than ever before to resolve their dispute.

To summarize the process, the three levels of engagement in the TeDR process offer a simple yet powerful set of procedures and services to resolve disputes of every kind. The often slow and confusing intake process has now been streamlined and makes use a feeder funnel system and multiple entry points for clients to enter the TeDR process. Instant access to trained professional case facilitators makes a quick and efficient resolution of disputes the norm instead of the exception.

For the first time ever, the TeDR process enables clients to engage a full suite of professional service providers to overcome impasse or manage difficult aspects of their dispute. The third level of engagement is meant to provide a backup for clients who need add-on professional services in order to work through serious impasse or to engage specific professional services.

Never before have clients had such powerful tools and processes available to them, all of

which are greatly enhanced by the integration of modern technology.

e.Resolv: eNegotiation

e.Resolv is our innovative eNegotiation platform. It is a web based application that emphasizes fairness and efficiency between two parties. Every case or dispute has what is called an "efficiency frontier", which offers the highest level of return for each party beyond just a "50-50" split. Using convenient communication methods, parties can come to an agreement in a zero-pressure and comfortable environment. The parties communicate to each other their take on the dispute and the perceived problems are (for example, "I could not pay my bill because of other unforeseen expenses or a lost job").



The Process

After initial contact is made, e.Resolv presents a series of customized questions according to the specific type of case being resolved. These questions are used to help facilitate the discussion further in the most productive manner possible.

The parties then individually rate each aspects of the settlement according to its personal importance. These ratings and rankings are confidential, to be used only in e.Resolv's algorithms and shared with the neutral facilitator. From there, the parties begin to negotiate on all of the controversial areas of the dispute. Both parties will insert their initial visible proposal which is viewable by all parties. After both parties have seen each other's initial

proposal, they then adjust their offers accordingly with an easy to use sliding calculator. Parties can make a hidden offer that they are willing to accept, visible to no one but the party who has made the offer. They also have the option of making another visible offer, which can be used strategically.

When both parties have made hidden or visible offers that overlap with each other, the settlement is concluded. If a resolution is not reached immediately, multiple sessions take place in which the parties exchange offers, giving them an opportunity to further communicate and express their concerns. Both the numeric ranking of the elements of a dispute and the sliding calculator will help the parties reach a settlement they can both agree upon.

e.DNA: Emotional Dispute Negotiation Analysis

Utilizing the most respected measurement tool in the study of emotional intelligence (EQ-i), ResolvNow offers its clients and the clients of service professionals the opportunity to analyze their abilities in 15 key areas of emotional and social skill that have been scientifically validated and proven to contribute to proficiency in conflict resolution. e.DNA allows clients to use the information in their results to discover their strengths and capitalize on them, or they may agree to share this information with the opposite party, helping them understand each other and reach a more favorable solution.



How It Works

e.DNA can be done online and is administered by a ResolvNow trained professional and analyzes areas such as assertiveness, self-

awareness, independence, interpersonal relationships, stress management, overall mood, and adaptability. After the self-report assessment is complete, the results of the report are interpreted by the trained professional and communicated to the client. Confidentiality is of utmost importance and will not be shared with anyone without explicit consent. The results can be used as the client sees fit.

ResolvCommunity: A Database of Experienced Professionals

A defining feature of TeDR methodology is the add-on professional service options provided to clients in addition to the core facilitated negotiation process. ResolvCommunity, our international database of neutrals, attorneys and service professionals, will give clients unprecedented access to search for the most ideal neutral to help them reach a full resolution to their dispute. Clients who are unable to resolve their disputes through facilitated negotiation are given instant access to our searchable database of neutrals and professional service providers.

"This is really mind boggling. ResolvNow has really outdone my expectations. It is a quantum leap in the field of conflict resolution.... It is a breakthrough on how to educate and attract millions of people who seriously need skilled help in resolving their personal or commercial problems at a reasonable price. This marks the beginning of a new era in global conflict resolution, using the information and communications technologies of this era."

-Dr. Ted Becker, ResolvNow Cofounder
Alma Holladay Professor of Civic and Community
Engagement, Auburn University

ResolvCommunity Professional Service Providers



ResolvCommunity is more than just a network of mediators and arbitrators. ResolvNow recognizes that many disputes involve serious financial considerations and often intense emotional dynamics. Traditional ADR providers are in no way trained to provide deep financial advice or counseling/therapy. By including access to certified financial planners and counseling industry professionals, ResolvCommunity harnesses the expertise of professionals whose skills and knowledge are often necessary for clients to reach a final settlement. No other ADR or ODR process has made these services as readily available as ResolvNow has done with TeDR.

Legal industry professionals can easily establish a new client base and source of revenue by adding their profiles to ResolvCommunity. Attorneys, and the deep legal knowledge they provide, are just as valuable to many clients as the core facilitated negotiation process. Even when clients find collaborative solutions to their

own disputes, the legal dynamics of many dispute types will require legal counsel that is easily accessible.

In this way, attorney and paralegal services will be an available and typical add-on service utilized by many clients to make sure their settlement is in line with the law and that their solutions are sustainable and superior to what a judge may have granted them in a typical win-lose courtroom environment.

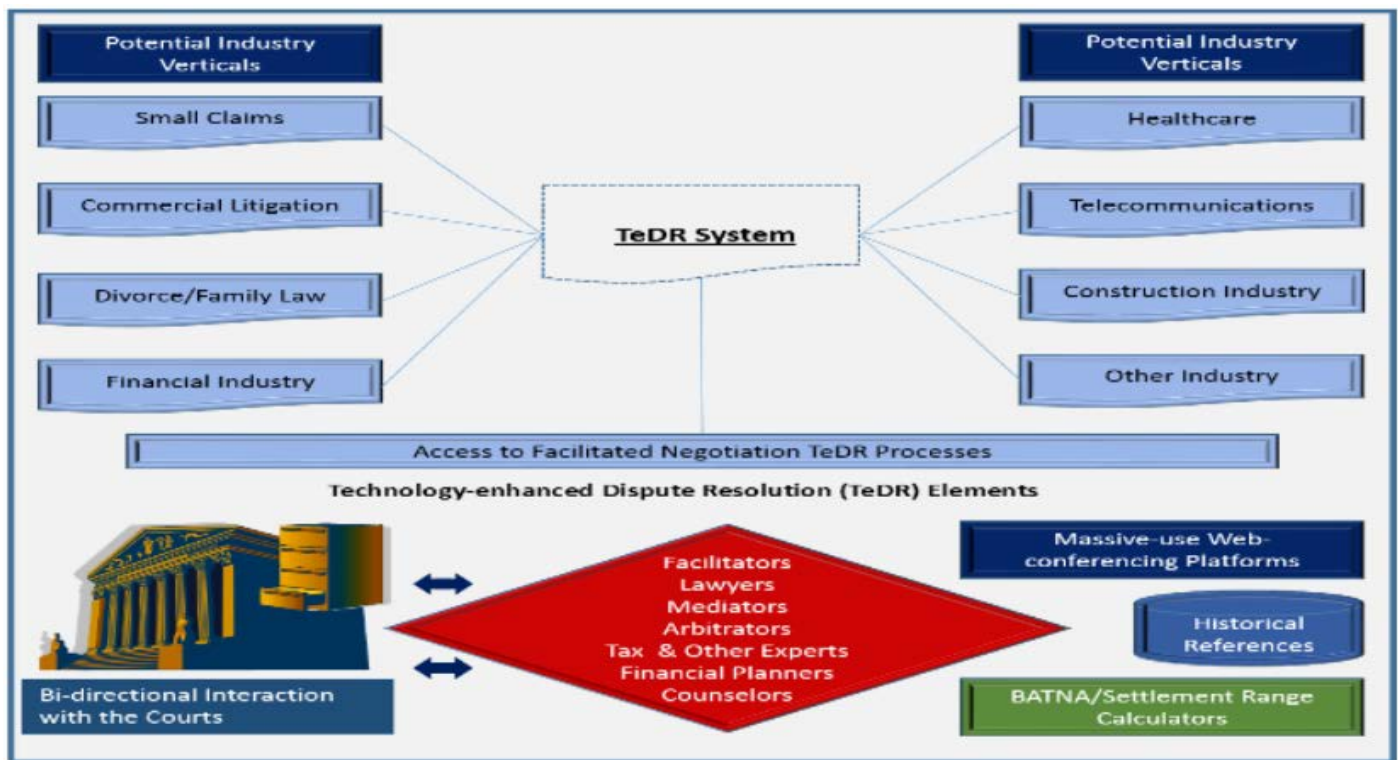
ResolvCommunity services including mediation, arbitration, legal counsel, financial planning, and counseling/therapy will be available as add-on services to all TeDR clients. Some clients may find that the core facilitated negotiation process is all they need to resolve their dispute.



ResolvCommunity™

However, clients with more complex or technical dispute issues and those who find it difficult to reach a settlement can instantly engage with any one of our ResolvCommunity service providers. The database is searchable by geographic location so that clients in close proximity to one another can easily meet f2f with their handpicked professional to finalize their resolution. In contrast, clients who are thousands of miles away from each other can also pick a neutral from any location who is already trained to resolve their dispute entirely online through TeDR software. Online and f2f add-on dispute resolution services and access to thousands of qualified professionals give clients the confidence that their dispute can and will be resolved no matter how challenging or complex it is and regardless of their geographic location.

ResolvNow carefully screens and qualifies every ResolvCommunity add-on service provider. Before a mediator, arbitrator, attorney, or



other add-on service providers name and profile is listed on ResolvCommunity their educational and professional background will be thoroughly reviewed to guarantee they meet the high standards that ResolvNow demands of its affiliates. Every service provider also takes part in a rigorous training process that ensures they have mastered the TeDR process before beginning to engage with clients. In this way, our clients can trust that their dispute is being handled by professionals with the knowledge and experience to help them reach the agreement they desire.



ResolvTalk

ResolvNow offers clients an opportunity to get their legal questions answered with ResolvTalk. Members of the ResolvCommunity database can receive questions from clients through email,

messaging, or video conferencing. The client can choose which method of communication at resolvtalk.com suits them best to find a service professional or attorney.

Advantages of TeDR Adoption (Professional Service Providers)

One of the central concerns during the design of TeDR methodology was the needs of mediators, arbitrators, attorneys, and other add-on service providers that will be working in association with ResolvNow and our clients to fully resolve disputes. The benefits of a technology-enhanced process for clients is obvious, but there are also several important advantages for dispute resolution practitioners who partner with ResolvNow and register on ResolvCommunity.

A Funnel of New Cases and Expansion of Reach

A key benefit to professional service providers that list their services on ResolvCommunity is the increase in cases that will be funneled to them and the consequent expansion of their practice and revenue generation. Add-on service providers will see an increase in the number of f2f cases they receive based on local clients use of the TeDR f2f option, while additional cases will come from clients that chose online TeDR engagement.

When professionals enhance the reach of their practice through online technology, new cases from geographic areas that were previously inaccessible to them become easy to tap into.

US Department of Justice reports benefit of ADR is \$35,077,997 in savings of litigation/discovery expenses.

Huff Post estimates cost to mediate is \$500-2,500 compared to estimated litigation costs of \$32,700+

www.justice.gov

Intake Made Easy

The TeDR method streamlines and simplifies the intake process that has traditionally been a time-intensive process for mediators, arbitrators, attorneys, and other professionals. For mediators, the intake process typically takes 2-3 hours of phone calls and emails per case just to arrange the first meeting with participants. Attorneys often employ a team of paralegals to handle case intake, scheduling, and management. TeDR intake procedures make use of multiple f2f, phone, and online entry points and employ case facilitators that manage the intake process and handle the information discovery process with clients. The time-intensive intake process will soon become an obstacle of the past for professionals that adopt the TeDR methodology and process.



Time and Space to Focus on the Process

By the time a case reaches a ResolvCommunity professional the vast majority of the intake, information discovery, and other upfront work is already complete. This gives professionals the time and space to focus on walking clients through their process of expertise instead of dealing with scheduling and administrative issues. The key role of add-on service providers is breaking any remaining impasse between the parties or sorting out specific issues that were beyond the area of expertise of the case facilitator. For example, instead of spending 6-10 hours on each case, it is anticipated that most add-on service providers can help clients reach a resolution in 2-3 hours after being presented with a case that has already undergone intake with all major issues already on the table.

Abundance of Skilled Practitioners

With 105 Dispute Resolution Masters and Ph.D. degree programs in the U.S. alone, there currently exists an abundance of highly educated and advanced practitioners in the dispute resolution industry. As consumer and business demand for TeDR processes increases, a strong demand will arise for case facilitators to help run the TeDR process. ResolvNow anticipates the ability to train and employ graduates of dispute resolution graduate degree programs in the facilitated negotiation and TeDR process, as these roles are only suitable for

individuals with a deep knowledge and practical skill set in dispute resolution theory and process.

Benefits of Adoption (Customers and Businesses)

Consumers who are only familiar with the court-based adversarial dispute resolution approach will find that TeDR is a refreshingly simple and easy to use process that will save them an incredible amount of time and money while leveraging an open and collaborative approach to dispute resolution. Through consumer branding methods, ResolvNow will be marketing

the TeDR process directly to consumers through online landing pages specific to certain disputes types. The typical consumer generally lacks experience with and knowledge of dispute resolution processes and providing a clear message and support from the initial intake through the settlement phase is critical to adoption. TeDR processes put the power to decide how their dispute will be resolved back into the hands of consumers and away from the win-lose outcomes of court cases decided by a judge.

A simple analogy can be used to help explain the shift in the understanding of dispute resolution that ResolvNow is trying to facilitate through consumer adoption of TeDR. For example, surgery is typically seen as a last resort for most

medical conditions. Doctors advise patients to try many other treatment options first and then only when all others have failed or in extreme cases will surgery be recommended.

A survey of 1000 of the largest U.S. corporations with 530 survey respondents found that:

- 90% viewed ADR as a critical cost control technique
- 79% used arbitration to resolve commercial disputes in the last three years
- 80% considered ADR as a more satisfactory process than litigation
- 66% said ADR provides “satisfactory settlements.”
- 59% said ADR “preserves good relationships.”
- 13% saved more than \$1 million by using ADR, up 11 percent from the previous year

<http://www.adrforum.com>

In a similar way, ResolvNow is promoting TeDR methodology as a primary means for consumers to resolve their disputes and providing them with bundled services and process options to make this possible. This is not to say that court-based approaches to dispute resolution are not necessary in a small percentage of cases, but this approach should be a last resort and its high costs and poor outcomes should be properly assessed first.

The answer to increasing access to and knowledge of dispute resolution is not building more court houses.

Today, we do everything online or at least partially online. The courts already allow eFiling and eDiscovery, TeDR is a natural next step and at a much lower cost point and through a more user friendly and satisfying process to consumers than traditional litigation models.

Business clients can easily make use of TeDR methodology and adoption of this process can increase their productivity and profitability, as well as improve their corporate reputation. Just as consumers have been quick to take their disputes to court, businesses have traditionally overemphasized the importance and necessity of legal channels for dispute resolution. Although some business clients perceive dispute resolution processes as a threat that will open the door to a larger volume of customer disputes than they care to address, nothing could be further from the truth. Dispute resolution, and specifically TeDR, must be seen as a unique opportunity to improve customer relations by dealing directly with customer disputes instead of ignoring or minimizing their importance. TeDR adoption offers both short and long term advantages, not the least of which is a major and noticeable improvement in customer relationships.

Benefits to Alternatives

In San Diego and Los Angeles:

Trial rates were 24%-30% lower in the mediation track than the regular litigation

Mediation could save as much \$1.6 - \$2 million dollars and 521-670 trial days a year (estimates varied by site);

Mediation reduced time to resolution; and in 4 of the 5 courts, mediation resulted in 18%-48% fewer motions and 11%-32% fewer pretrial hearings of other kinds.

www.courts.ca.gov

TeDR methodology has been designed with the utmost flexibility in mind so that nearly any business client from any vertical industry can make use of this powerful process for the resolution of internal, external, and customer business conflicts. Our methodology can help

clients solve any number of simple or complex internal employee and international workforce disputes with easy-to-use TeDR processes. Clients with major external business or customer disputes will find the TeDR process to be an incredibly powerful tool for resolving the full range of dispute they face from supply chain and customer relations conflict to high volume financial transactions and complex international business conflict. TeDR methodology offers highly customizable options to fit the dispute resolution needs of any business client from Fortune 500 international corporations to local small businesses. TeDR utilizes a modularly-adaptable and scalable cloud-based paradigm to ensure partners achieve massive savings and revenue preservation. Partnering opportunities are available across a virtually endless spectrum of vertical markets.

Settle-Now: TeDR Methodology in Practice

TeDR is more than just a theoretical methodology. ResolvNow has operationalized TeDR methodology and will soon release Settle-Now™, the world's premier platform built around our completely new and innovative non-proprietary TeDR methodology that was developed by leading industry academics and thought-leaders (technology and business).

Settle-Now™ is the first ever dispute resolution platform built to leverage Platform-as-a-Service technology architecture and a modern integrated unified communication ecosystem all built to deliver service and business processes outlined in the TeDR™ methodology. Persistent, pervasive or deep conflict in any business or organization is bad for its health. It saps energy, consumes resources, and casts a negative image to its customer base. Modern IT applied to

dispute resolution can assist in dissipating accumulated or building tension in nearly any vertical market in an increasingly competitive global marketplace. Settle-Now™ is based on cutting-edge technologies and techniques combined with industry best practices. This unique approach ensures a commitment to innovation while simultaneously tapping into our vast depth of experience. Settle-Now™ is the first system to bridge the gap between traditional academic considerations of dispute resolution/conflict management, and the realities of handling disputes and conflicts in today's increasingly connected world where disputing parties may be across the road or thousands of miles apart.

ResolvNow is actively seeking to partner with key legal industry and Dispute Resolution industry firms and organizations to further develop and promote TeDR methodology and process adoption. Through our Settle-Now, Family-Settle, and ResolvCommunity.com websites, we also offer nearly endless partnering options for vertical industry clients. We understand that further refinement of the TeDR methodology and process will require significant partnerships with the dispute resolution, legal, and business academic community and active engagement with a full range of professional practitioners. We are openly publishing TeDR methodology with the specific intent of building academic and professional debate and conversation regarding our new and unique methods for dispute resolution.

We are always available to present and debate our TeDR methodology at key industry conference and we welcome all inquiries regarding our methods, process, models, and technology. ResolvNow will be successful when our TeDR methodology gains acceptance and adoption in the Dispute Resolution industry and

when it is equally adopted and utilized by consumers.

ResolvNow™
Innovative Resolution Services



For more information about ResolvNow Corporation, TeDR methodology, and Settle-Now services, please visit ResolvNow.com or email us at info@rezoud.com



SETTLE-NOW™
Technology-enhanced Dispute Resolution (TeDR)



FAMILYSETTLE™
FAMILY TRANSITIONAL SERVICES

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