

# The implications of New Technology for the Legal Market and how lawyers are using it now

DAY 2 – October 5th

13:45-15.15 hrs

The logo for ICLR The Hague 2018 features a series of concentric circles. The innermost circle is light gray and contains the text "ICLR THE HAGUE 2018" in red. This is surrounded by a thick red ring, which is then followed by several more concentric circles in varying shades of gray, creating a tunnel-like effect.

**ICLR  
THE HAGUE  
2018**



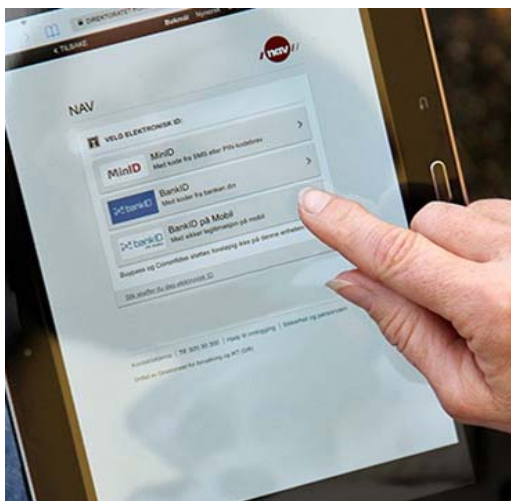


# How is technology changing the legal industry in Norway?

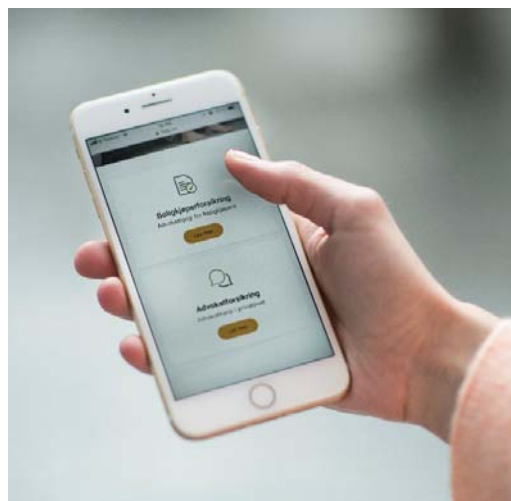
Johan Dolven, CEO, ARAG Scandinavia  
Twitter: @johandolven



# Agenda



National eID



Our own digital initiatives



Digitalization of courts

Internet usage in all three Scandinavian markets  
are among top 5 worldwide

85 %  
of internet users in Norway were  
in contact with a public authority  
via the internet in 2016

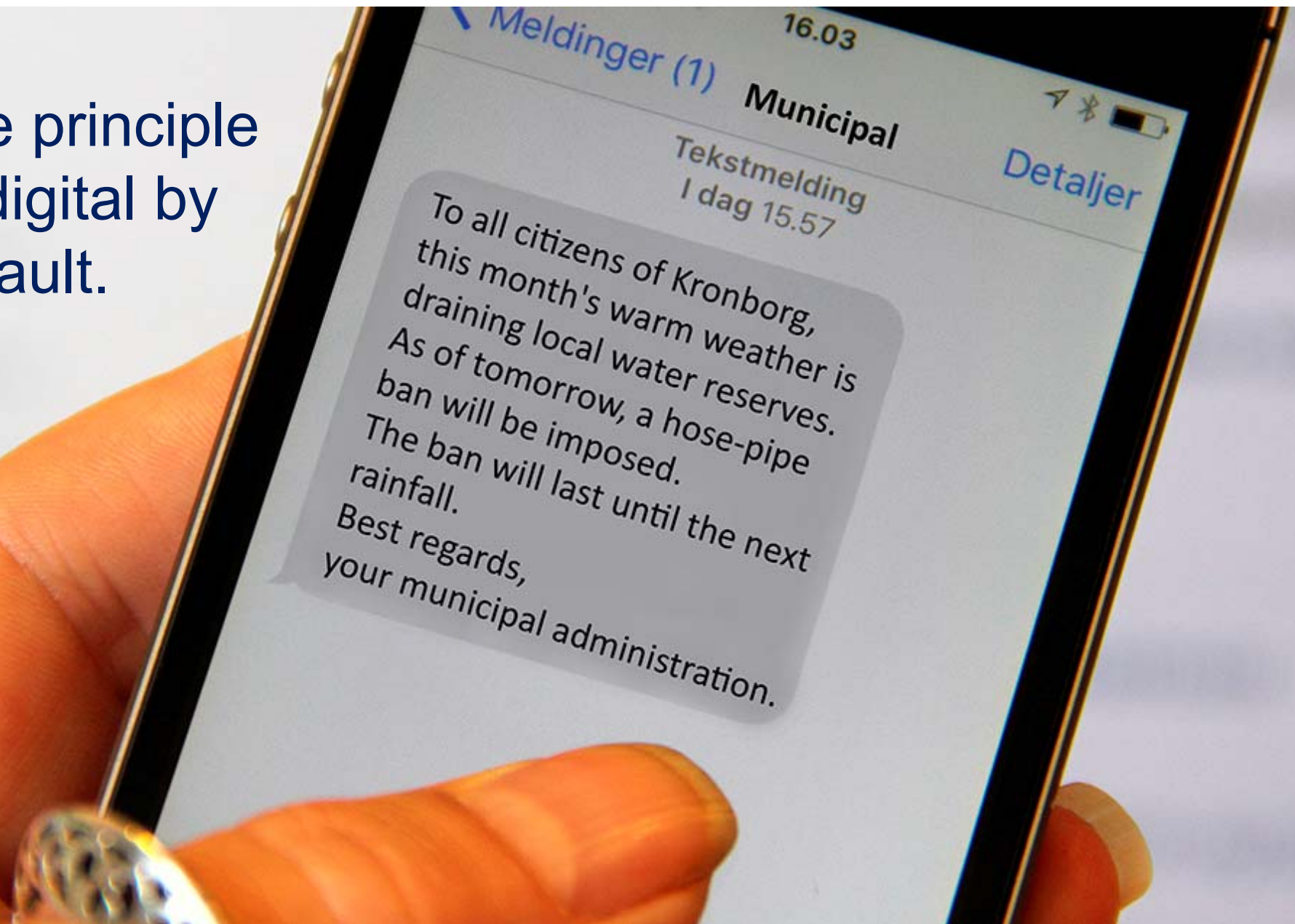




90 %  
of Norwegians  
aged 16-79 years  
use the internet daily



The principle  
of digital by  
default.





Electronic ID gives access to more than 1000 different government services.

BankID provides a safe and secure eID to simplify an increasingly more digital life





# Goal: Secure digitalization of the society



## YOUR DIGITAL ID

You. Digitally. BankID is a personal and simple electronic ID for secure identification. In the physical world, you can use your passport, driving licence or bank card to verify your identity. In the electronic world, you can use BankID.

+



## YOUR DIGITAL SIGNATURE

Simple. Secure. BankID is a simple electronic ID for secure signing online. In the physical world, you use a ballpoint pen to sign a contract. In the electronic world, you can use BankID to sign documents and notifications online.

"We want to be the fundament that creates trust in all digital solutions that benefits the society and the preferred protector of your digital identity"

 **bank ID™**

## Three different technologies to choose from



SIM-based



App

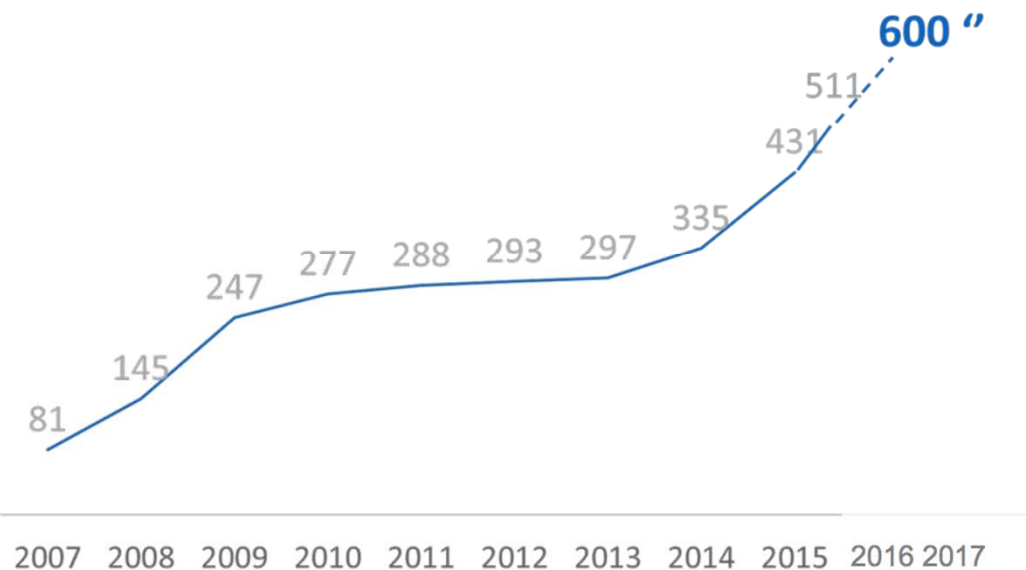


Code unit



## A part of every day life

3,8 mill users with 600 mill transactions in 2017 - 160 times a year per person



## Our path into digitalization







# Customer portal accessible from our website

Secure Login to «My page» with  bankID™

## 1. Use digital contracts

## 2. Report a case

## 3. Communicate with the lawyer

### Opprett ny kontrakt

Her kan du selv opprette juridiske dokumenter og kontrakter. Alle er kvalitetssikret av HELPs advokater og er enkle å fylle ut.



Kjøpsavtale



Arbeidskontrakt



Samboerkontrakt



Testamente



Gavebrev



Gjeldsbrev



### Boligkjøperforsikring

Adresse: Baklengsbakken 4

Kundenummer: 256908

Utløper: 30.11.2021

Siste aktive sak:

Test 2 - BKF - Drenering (98504)

Meld ny sak

HELP

MENY

Tilbake til din oversikt

Sak: 62763 - Storgata 1

Kort beskrivelse:  
Bolig, type leilighet, kjøpt av Martin Martinussen 01.12.2015, der ble avdekket store fuktutslag i kjeller under trepanel som var oppført av tidligere eier. Det var ikke informert om dette verken i egenerklæringsakjema eller i takst.



Din advokat:  
Nina Lindø Irgens  
Telefon: 22 55 00 09

#### Dokumenter

Egenerklæring fra selger  
I går klokken 17:25

Revidert takst fra takstmann  
Mandag 23 mars

Brev fra Larvik Tingrett  
Mandag 23 mars

Se alle

#### Dette kan du gjøre

Send melding til advokat →

Last opp et dokument →

#### Tidslinje

Din melding er mottatt  
Mandag 23 mars

Tilbud om kompensasjon mottatt  
Se nærmere på element

12 mars 2016

Oppdatert krav om kompensasjon  
13 februar 2016

Dom mottatt fra Larvik Tingrett  
1. februar 2016

Dialog er opprettet med motpart  
1. desember 2015

Sak opprettet  
10 november 2015

## Demo of digital contract



### Creating a cohabitation agreement







## My page Experiences with use

Near 50 % of all cases are reported through Min side  
("My page")

Customer feedback:

*«Easy to login, easy to find»*

*«Much easier to get in touch with you and follow up  
on the matter without having to sort it in your own  
mailbox. :-) »*

*«File upload and message to lawyer regarding  
ongoing claim.»*

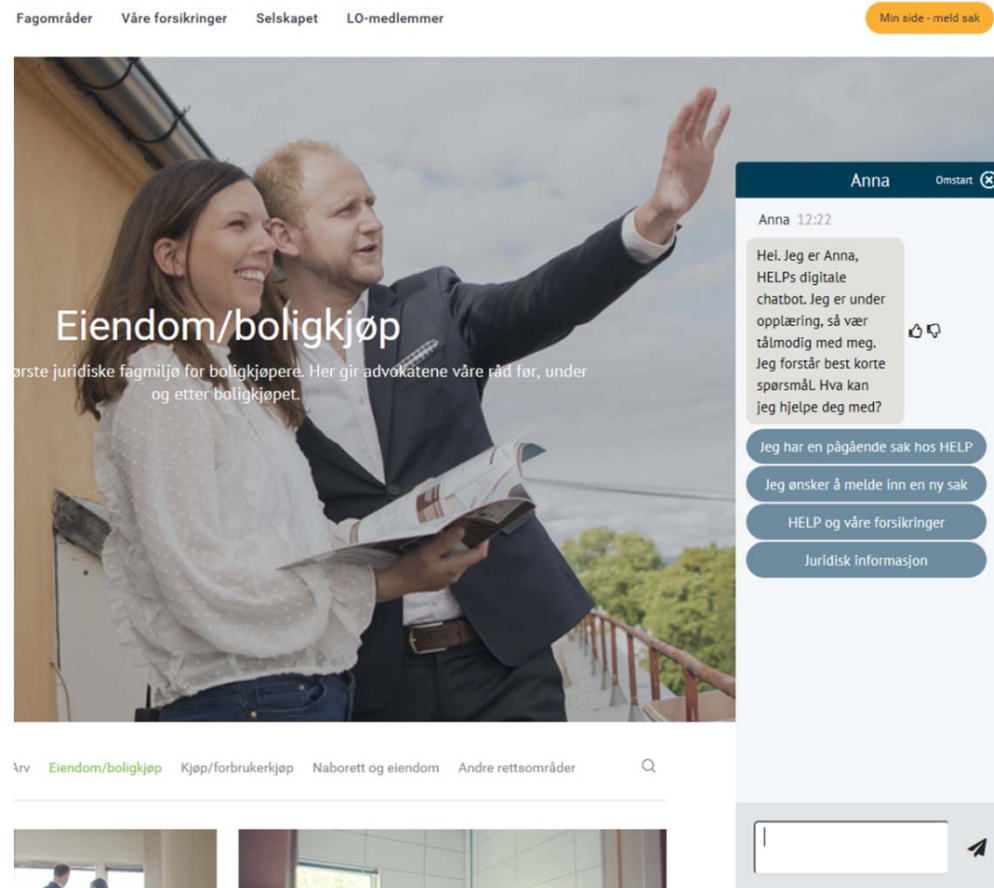


# Chatbot «Anna»

Answers questions about coverage and legal issues

Can make an individual complaint letter based on users input and data from our core claims handling

Integrated on customer portal





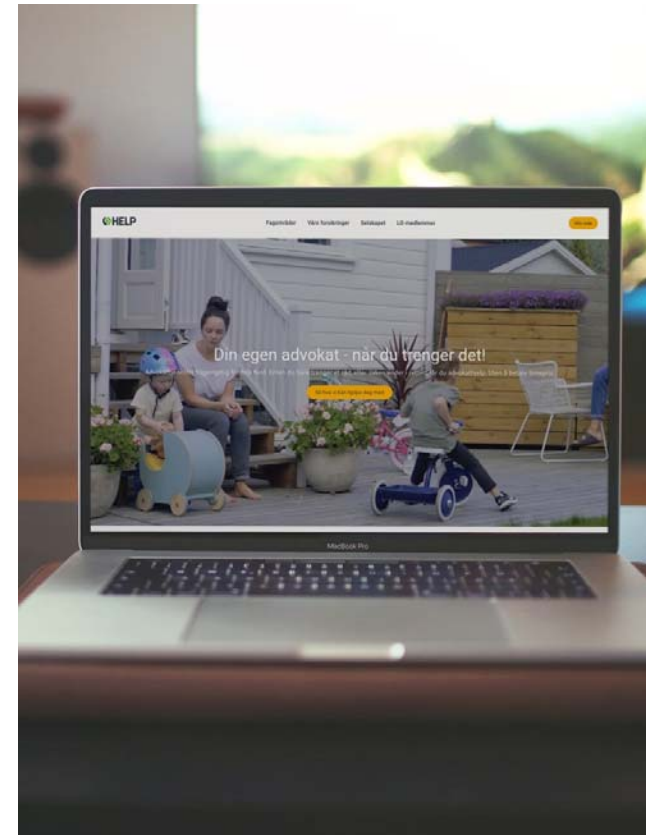
# Robot «Goliat» (Robotic Process Automation)

## Job Description

- Register incoming cases
- Handle documents
- Distribute cases

## Objectives

- More efficient for our customers
- More efficient for the call center



# Digitalization of courts





# From paper, bindings and post to digital court proceedings – from start to finish



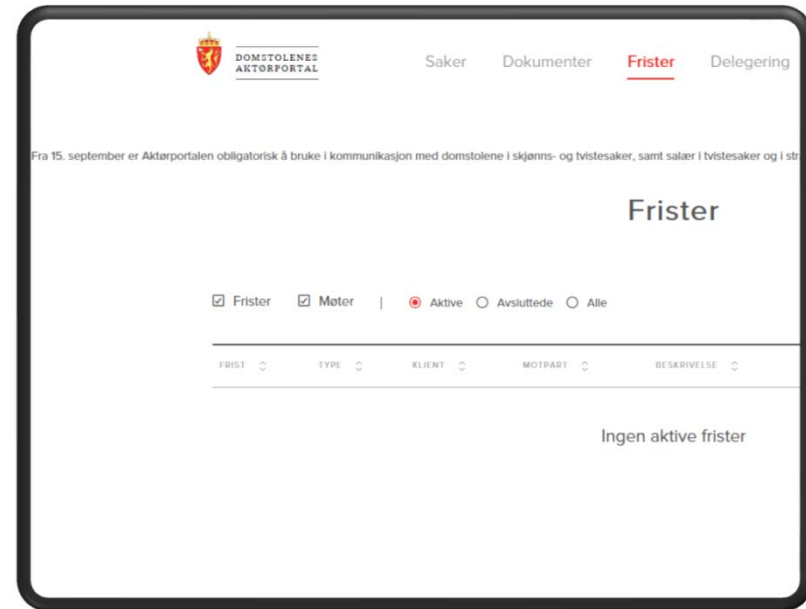
# Portal for lawyers and the court – access with eID/BankID



E-filing for civil dispute – used by lawyers and assistants

Only digital submissions are valid

Fees paid within the portal



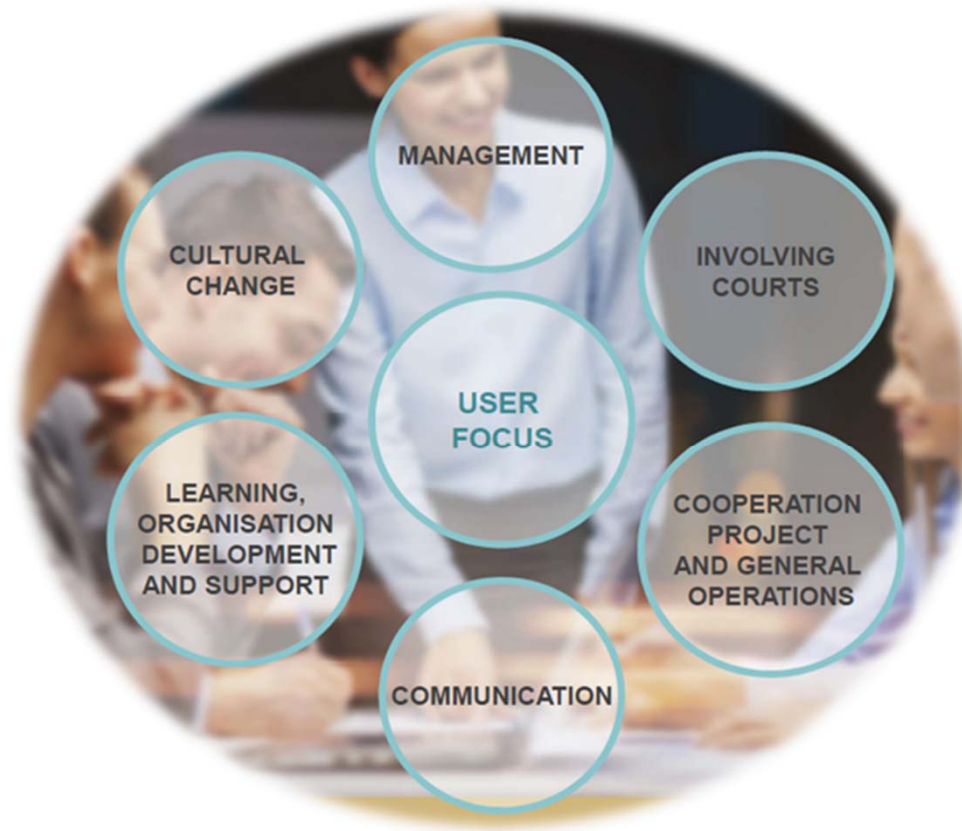
# Digital court hearings

Solely digital documents – no papers allowed

One mutual document for both lawyers and judge



# How can the Norwegian Courts Administration succeed?







# CLIFFORD CHANCE

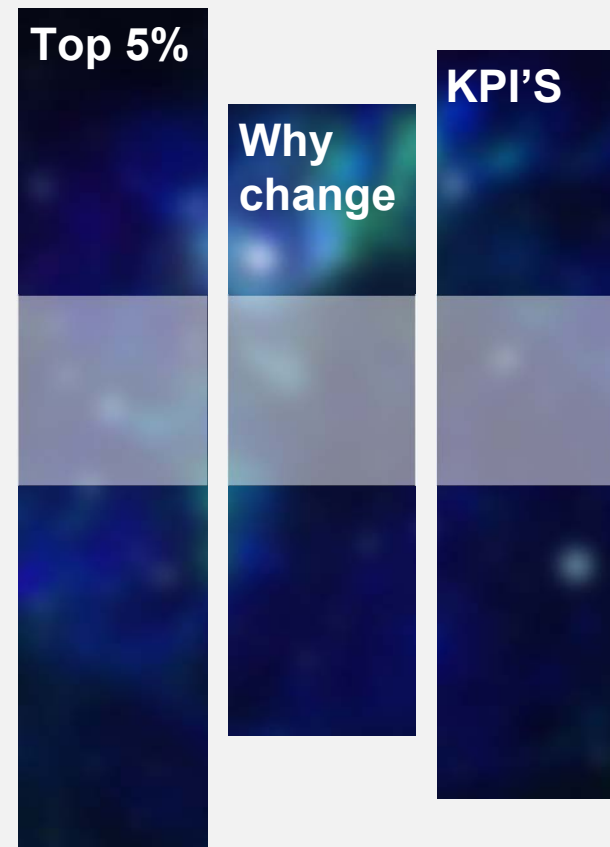
## **THE IMPLICATION OF NEW TECHNOLOGY FOR THE LEGAL MARKET – A LAW FIRMS PERSPECTIVE**

BAS BORIS VISSER  
CLIFFORD CHANCE LLP  
THE HAGUE  
5<sup>TH</sup> OCTOBER 2018

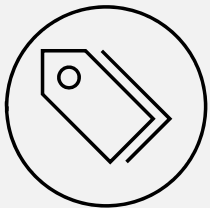


## STARTING POINT

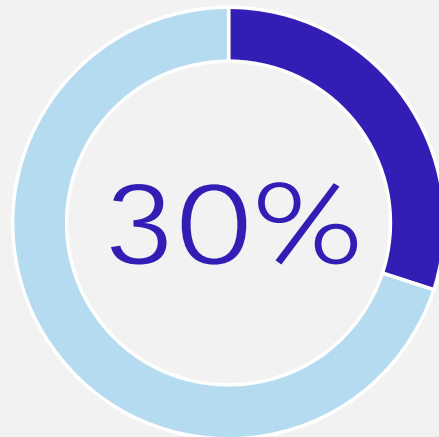
“Law firms and innovation? – lawyers and ability to change?”



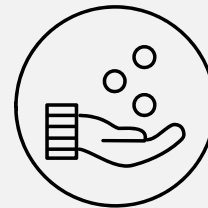
# VALUE FOR MONEY CLIENT PERSPECTIVE



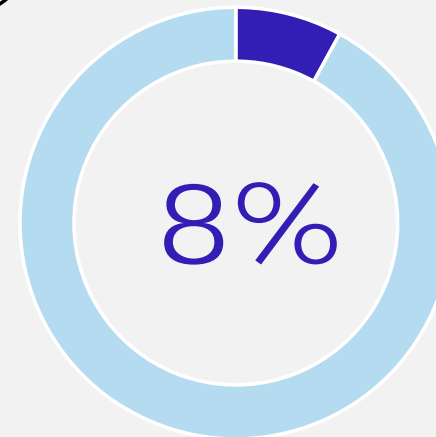
**Clients want:** Value for money



**30%** of lawyers think they offer excellent value for money.



**Clients need:** More for less



Only **8%** of clients agree.



## NEW COMPETITION



# TO CONTINUE TO ATTRACT & RETAIN BEST PEOPLE

“Trust Edge  
Talent Development  
is more than training — it is  
culture transformation.”

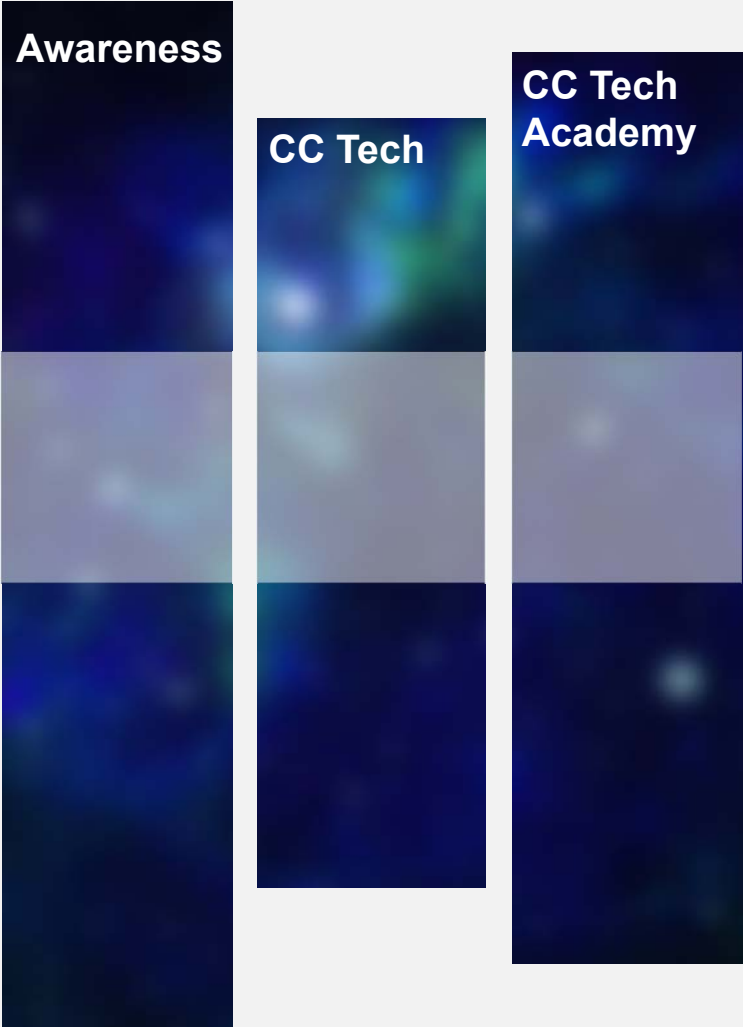


## A New World of Work

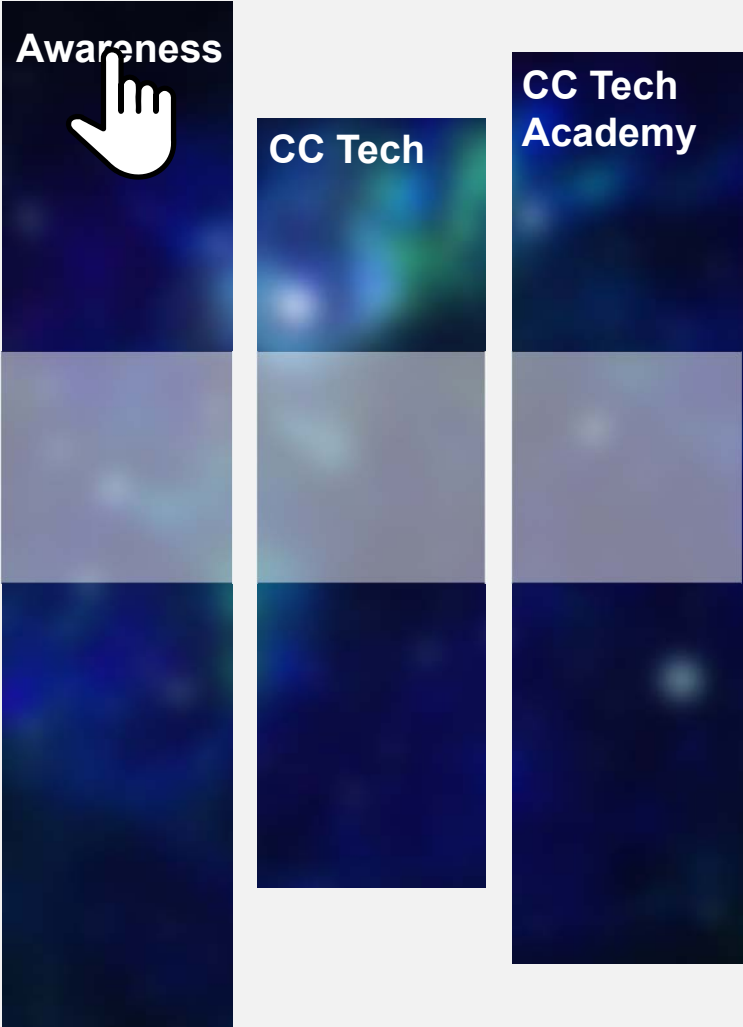
What has changed in the world of work and  
why should we bother?



# CLIFFORD CHANCE DIGITAL TRANSFORMATION



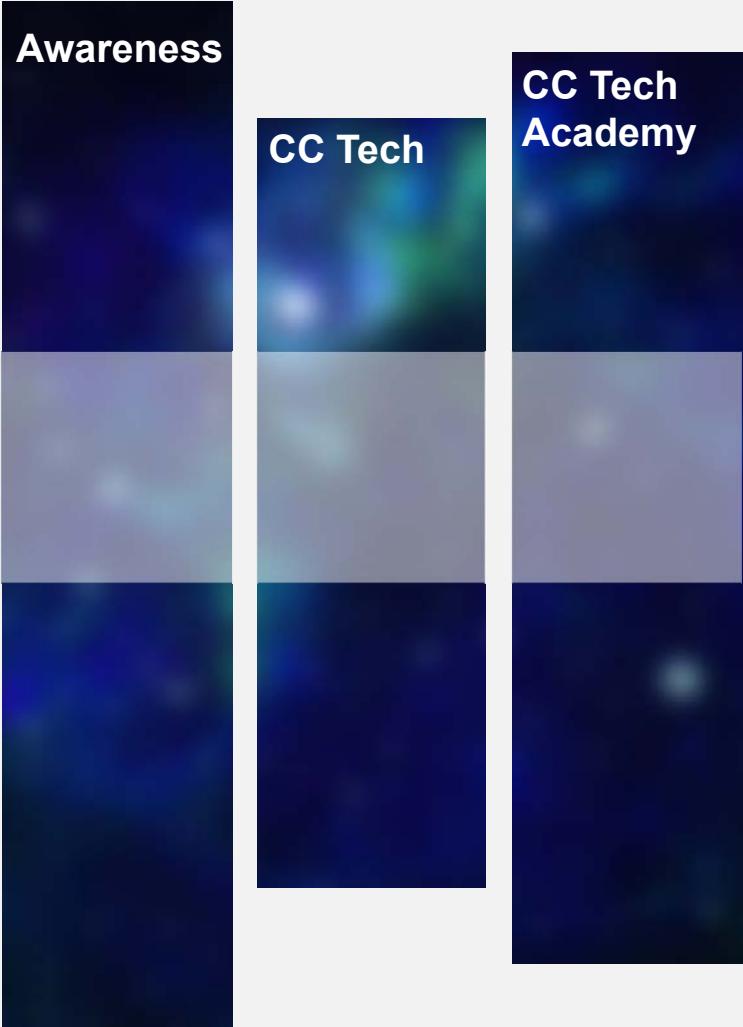
# CLIFFORD CHANCE DIGITAL TRANSFORMATION



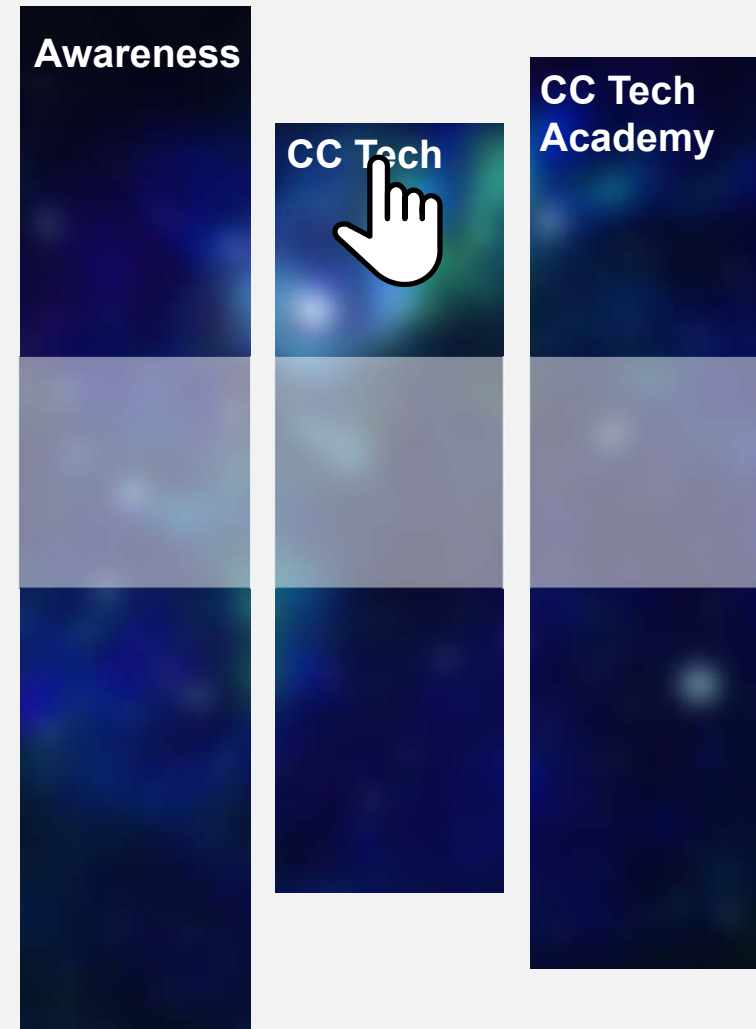




# CLIFFORD CHANCE DIGITAL TRANSFORMATION

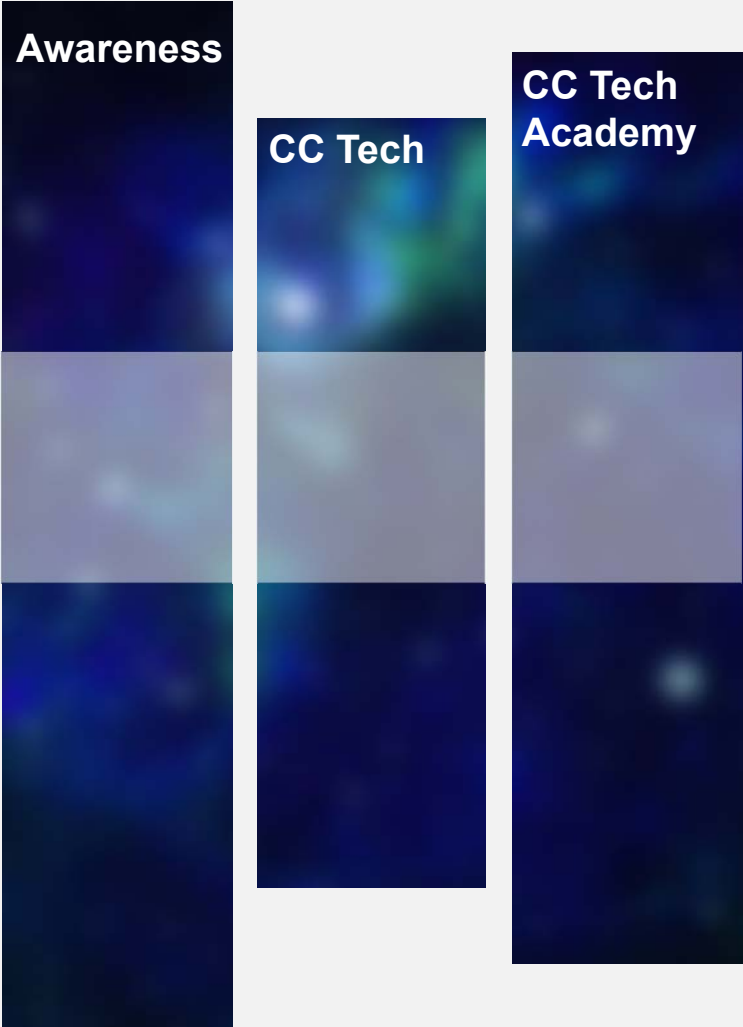


# CLIFFORD CHANCE DIGITAL TRANSFORMATION



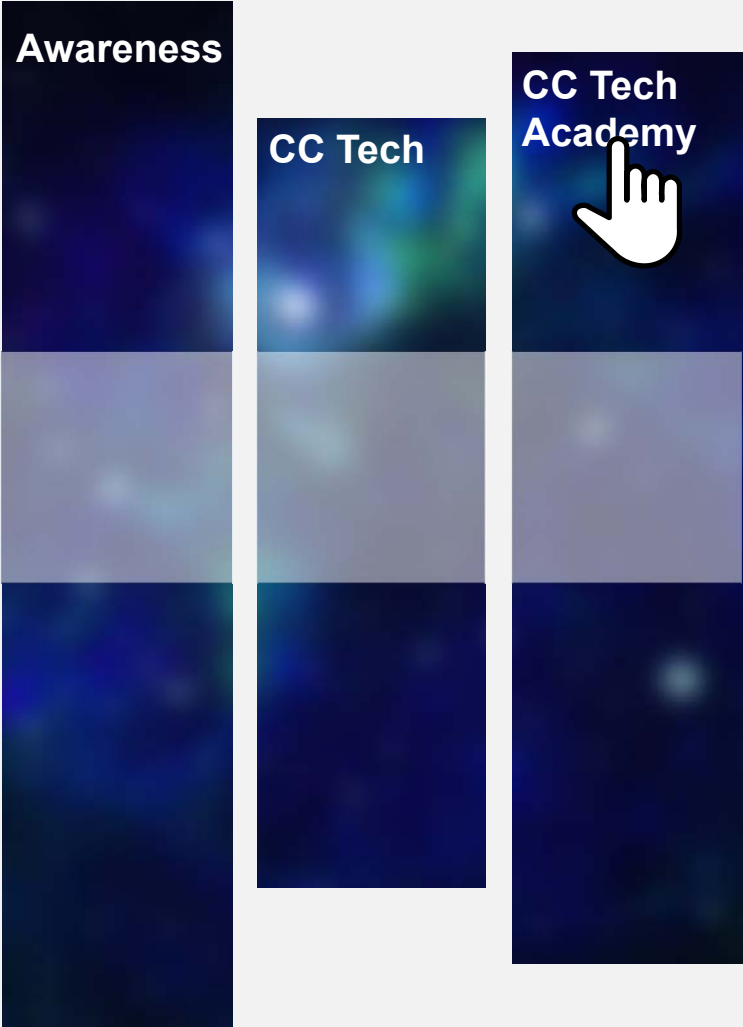


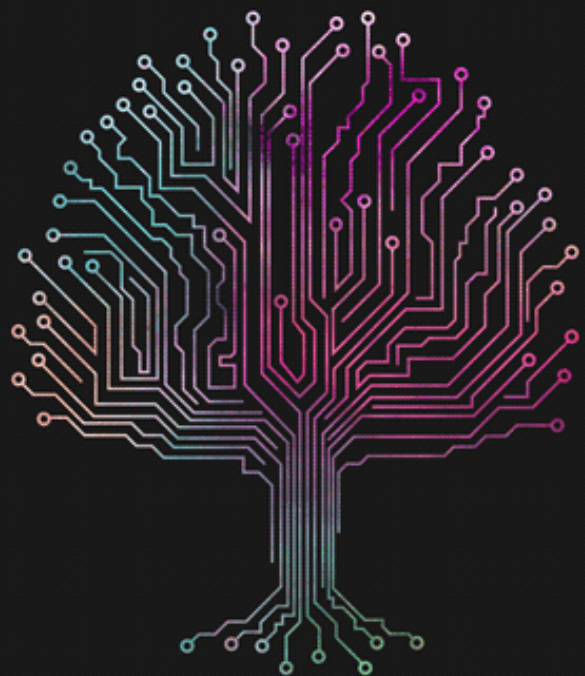
# CLIFFORD CHANCE DIGITAL TRANSFORMATION





# CLIFFORD CHANCE DIGITAL TRANSFORMATION

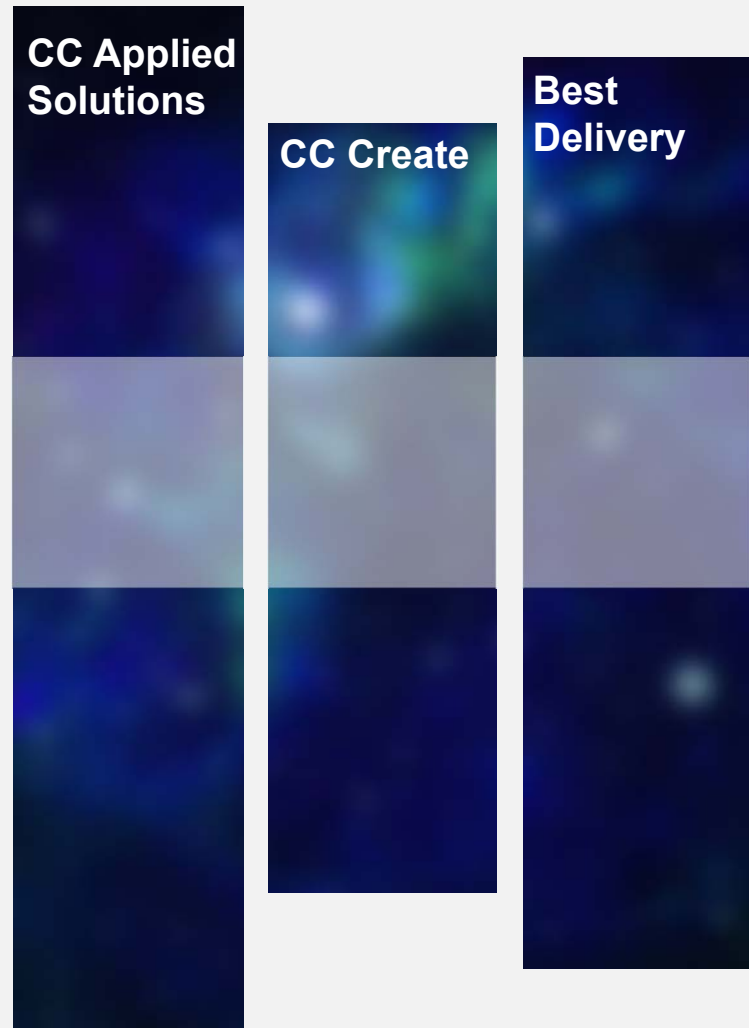




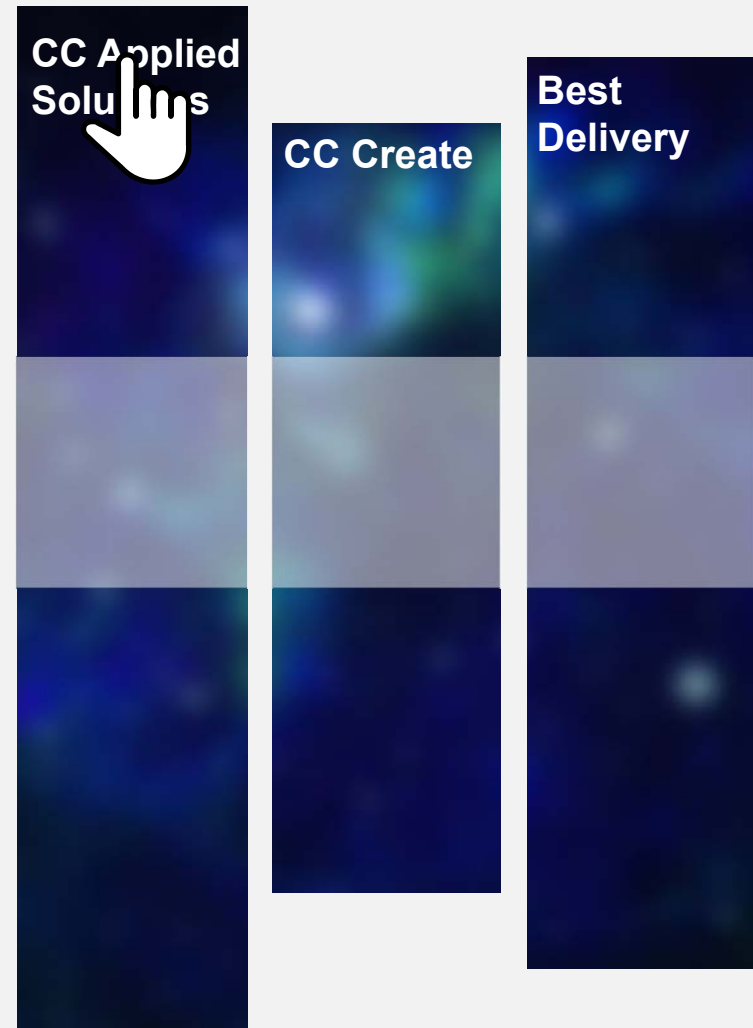
Grow your **TECH** knowledge

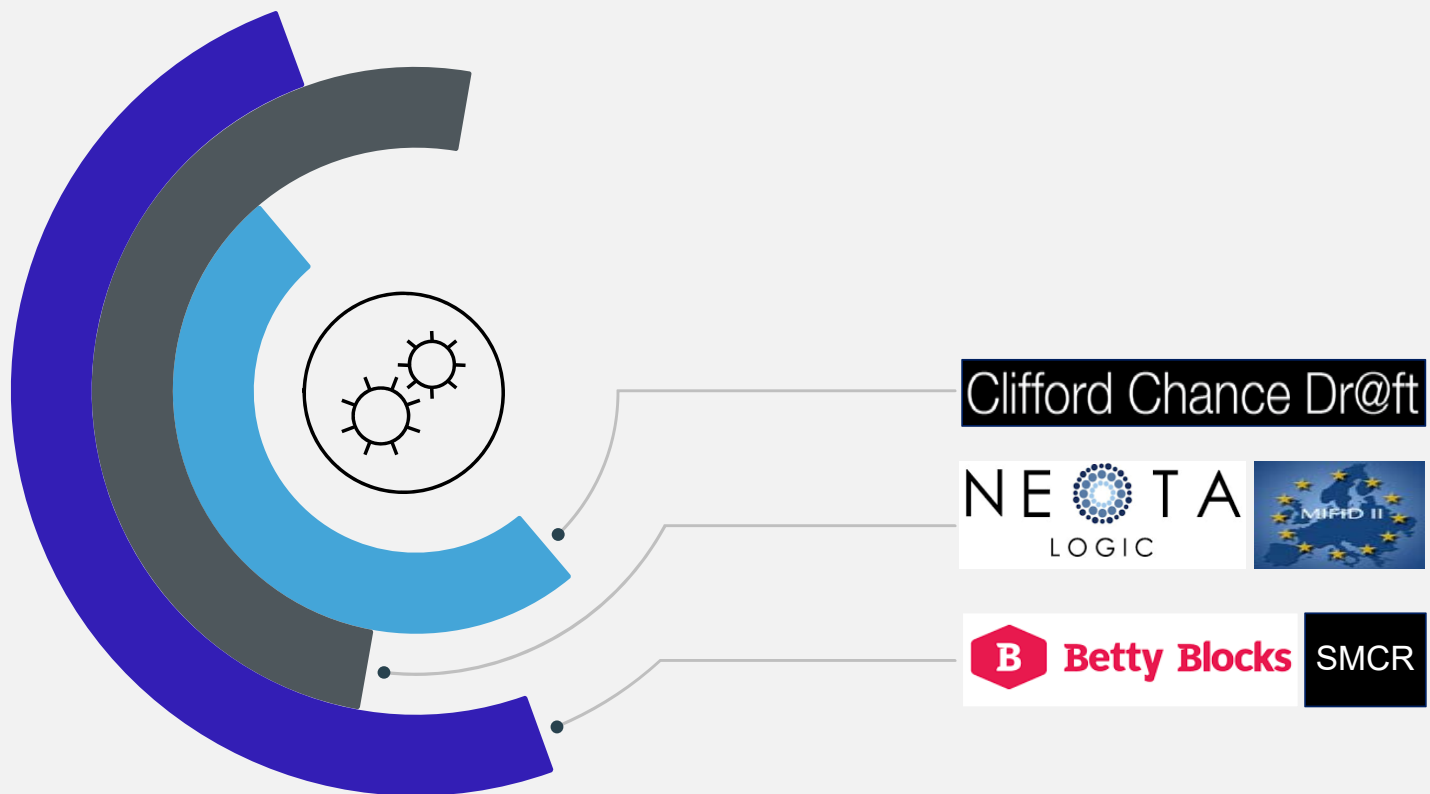
Get started

# INNOVATION AND BEST DELIVERY INFRASTRUCTURE



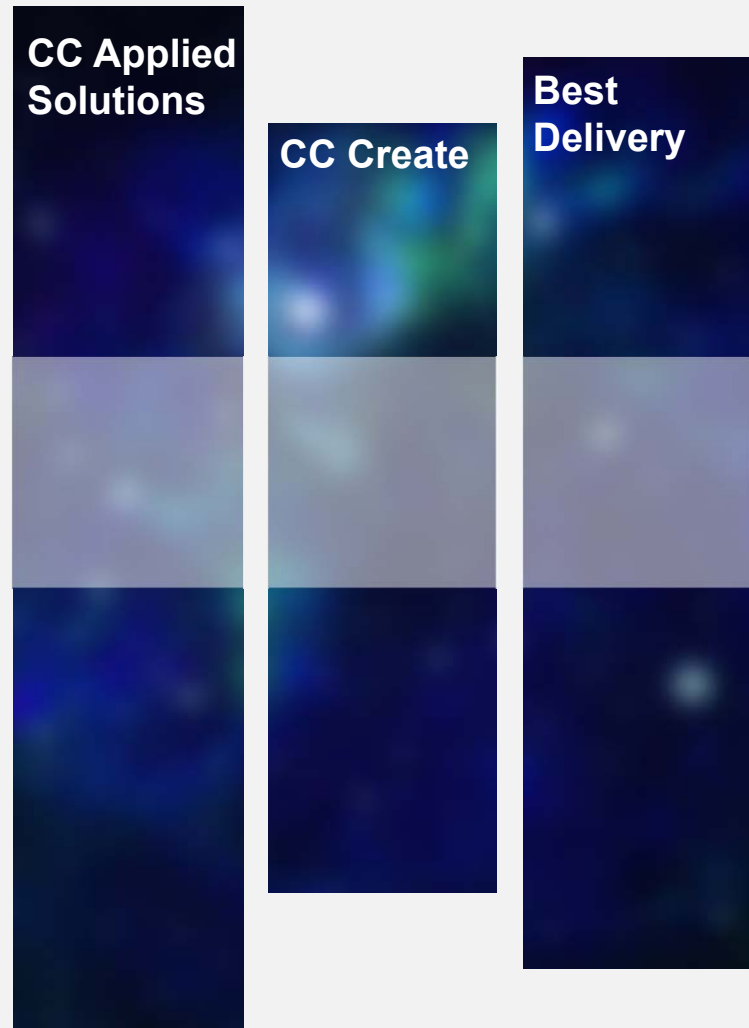
# INNOVATION AND BEST DELIVERY INFRASTRUCTURE



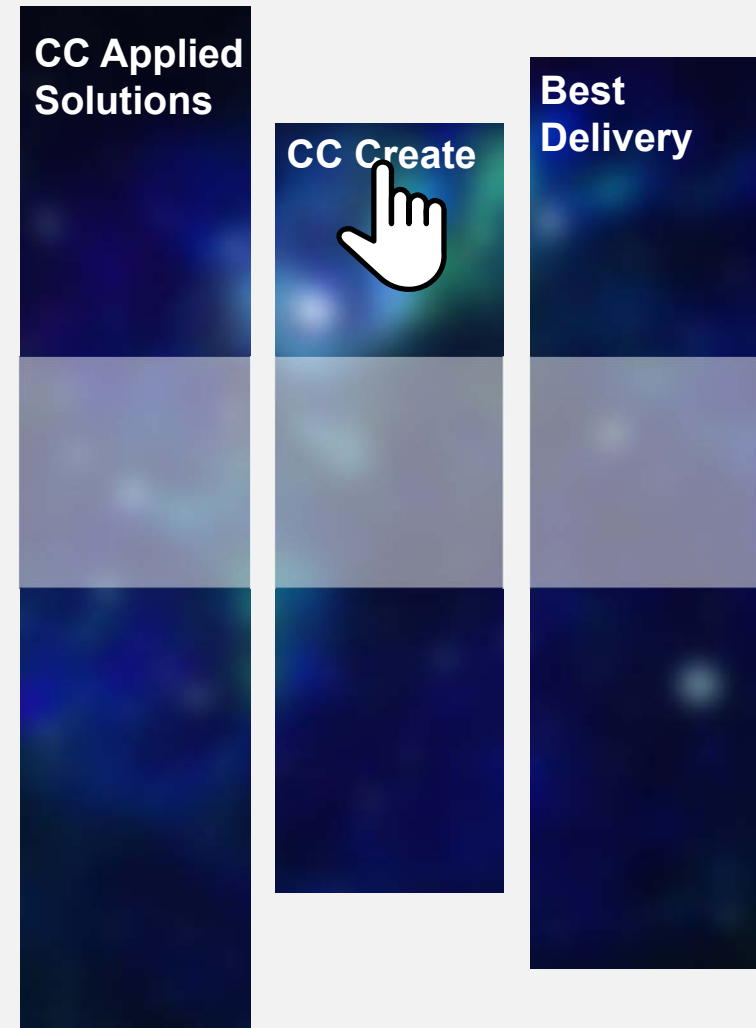




# INNOVATION AND BEST DELIVERY INFRASTRUCTURE

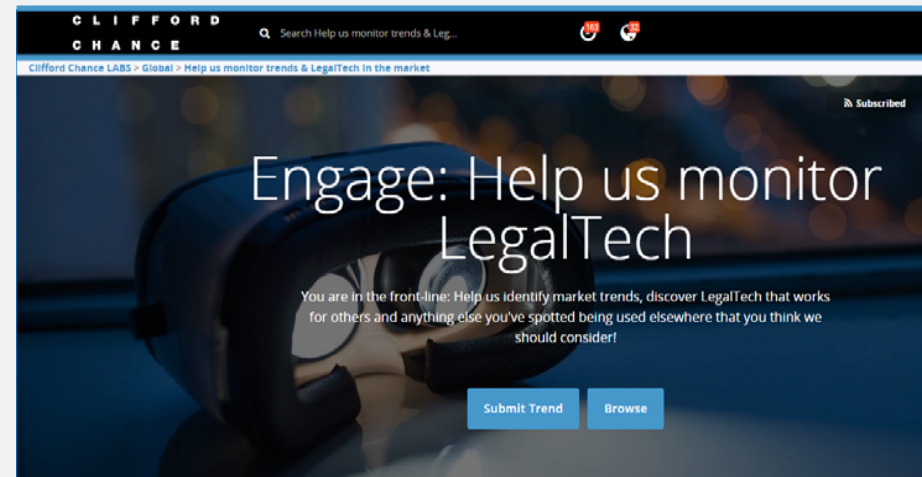


# INNOVATION AND BEST DELIVERY INFRASTRUCTURE

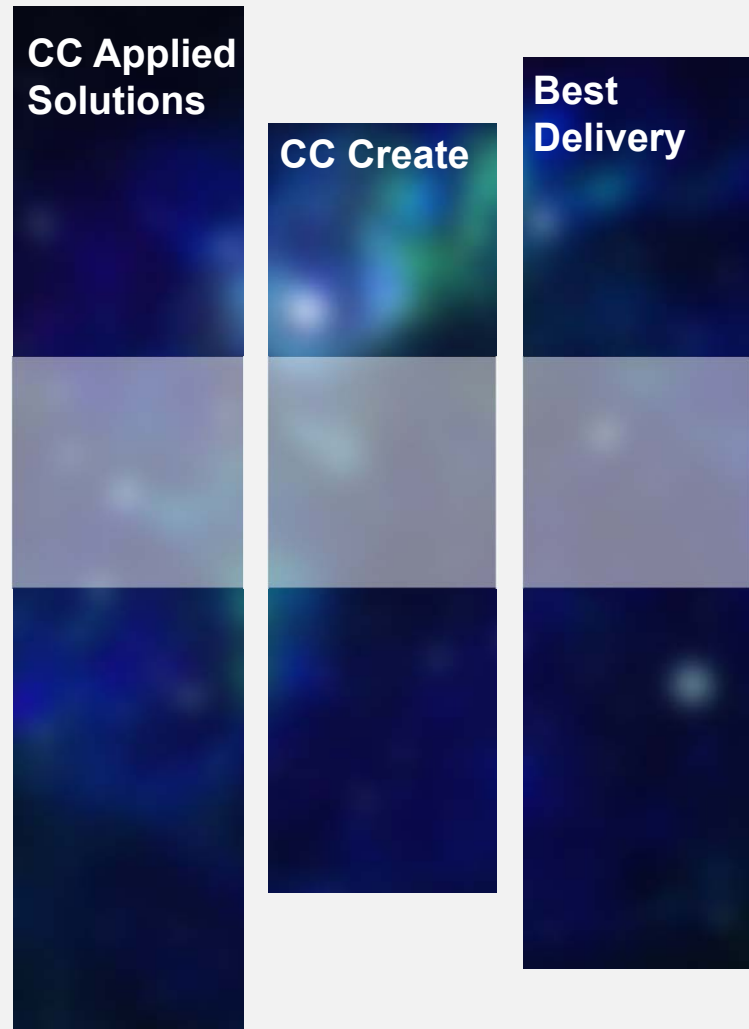




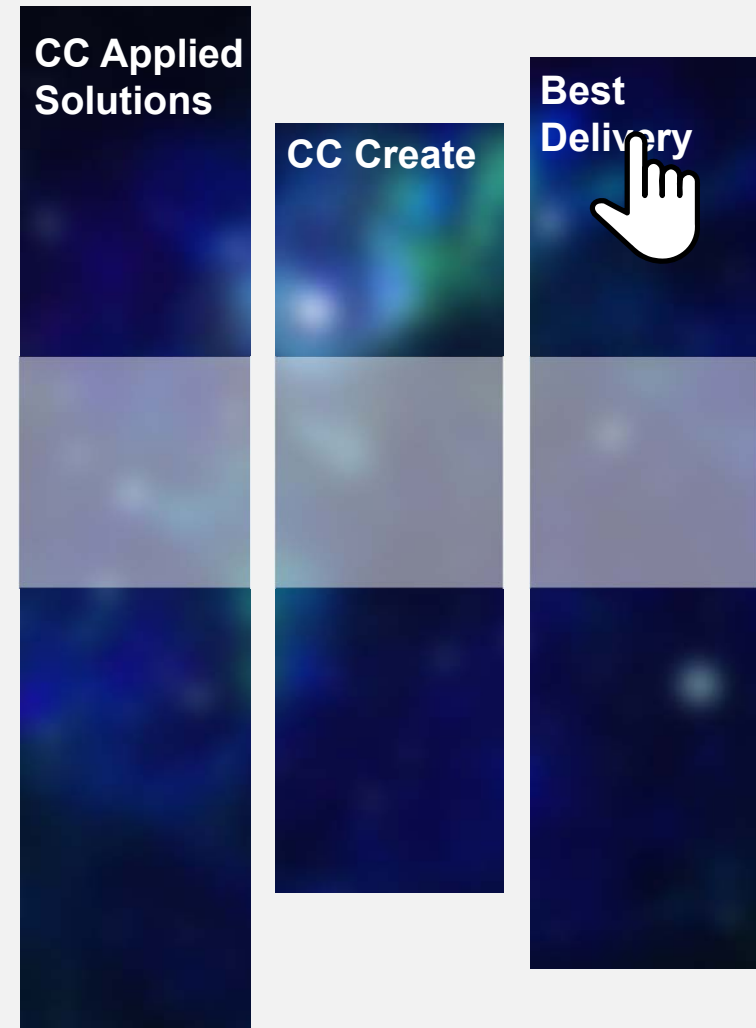
## Singapore Best Delivery and Innovation Hub



# INNOVATION AND BEST DELIVERY INFRASTRUCTURE



# INNOVATION AND BEST DELIVERY INFRASTRUCTURE







## Clifford Chance Connect



# **C L I F F O R D C H A N C E**

Clifford Chance, Droogbak 1A, 1013 GE Amsterdam, PO Box 251, 1000 AG Amsterdam

© Clifford Chance 2018

Clifford Chance LLP is a limited liability partnership registered in England and Wales under number OC323571. Registered office: 10 Upper Bank Street, London, E14 5JJ. We use the word 'partner' to refer to a member of Clifford Chance LLP, or an employee or consultant with equivalent standing and qualifications. Clifford Chance LLP is registered in the Netherlands with the commercial register of the Chamber of Commerce under number 34360401. For our (notarial) third party account details, please see [www.cliffordchance.com/nlregulatory](http://www.cliffordchance.com/nlregulatory)

[WWW.CLIFFORDCHANCE.COM](http://WWW.CLIFFORDCHANCE.COM)