



MRH

My Resolution Hub

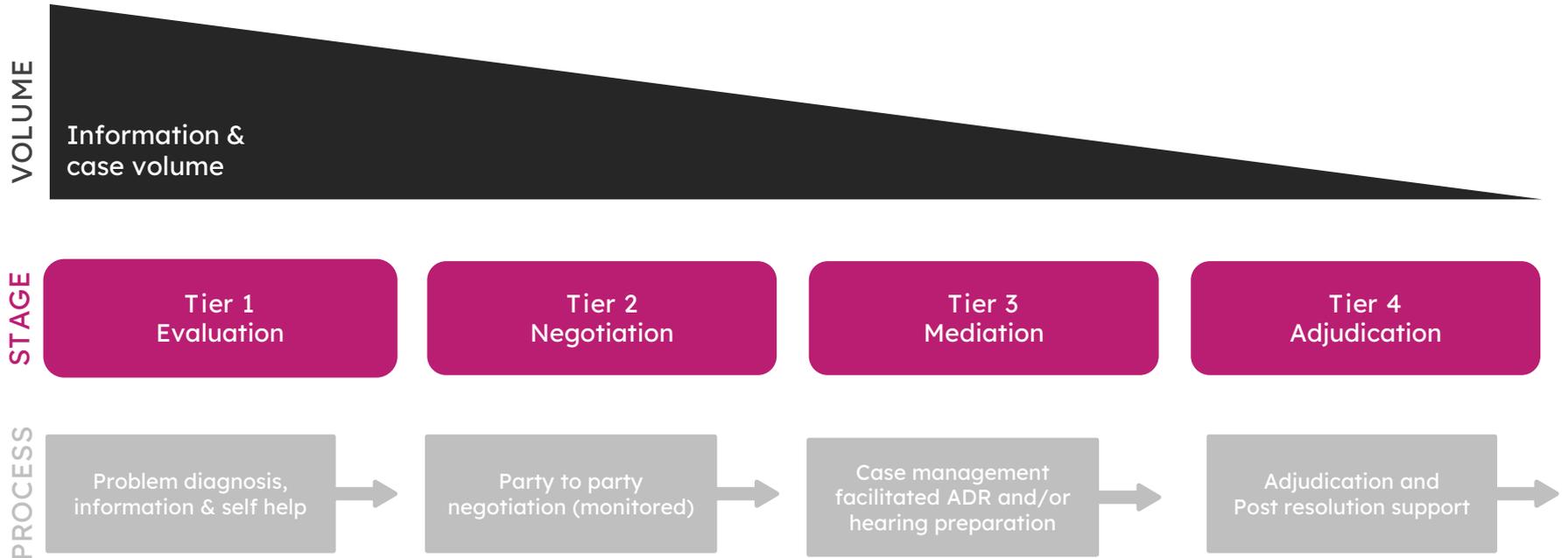
Transforming Dispute Resolution

An online application that simplifies how organisations evaluate, mediate and arbitrate on disputes.

[myresolutionhub](#) | A Resolver Company

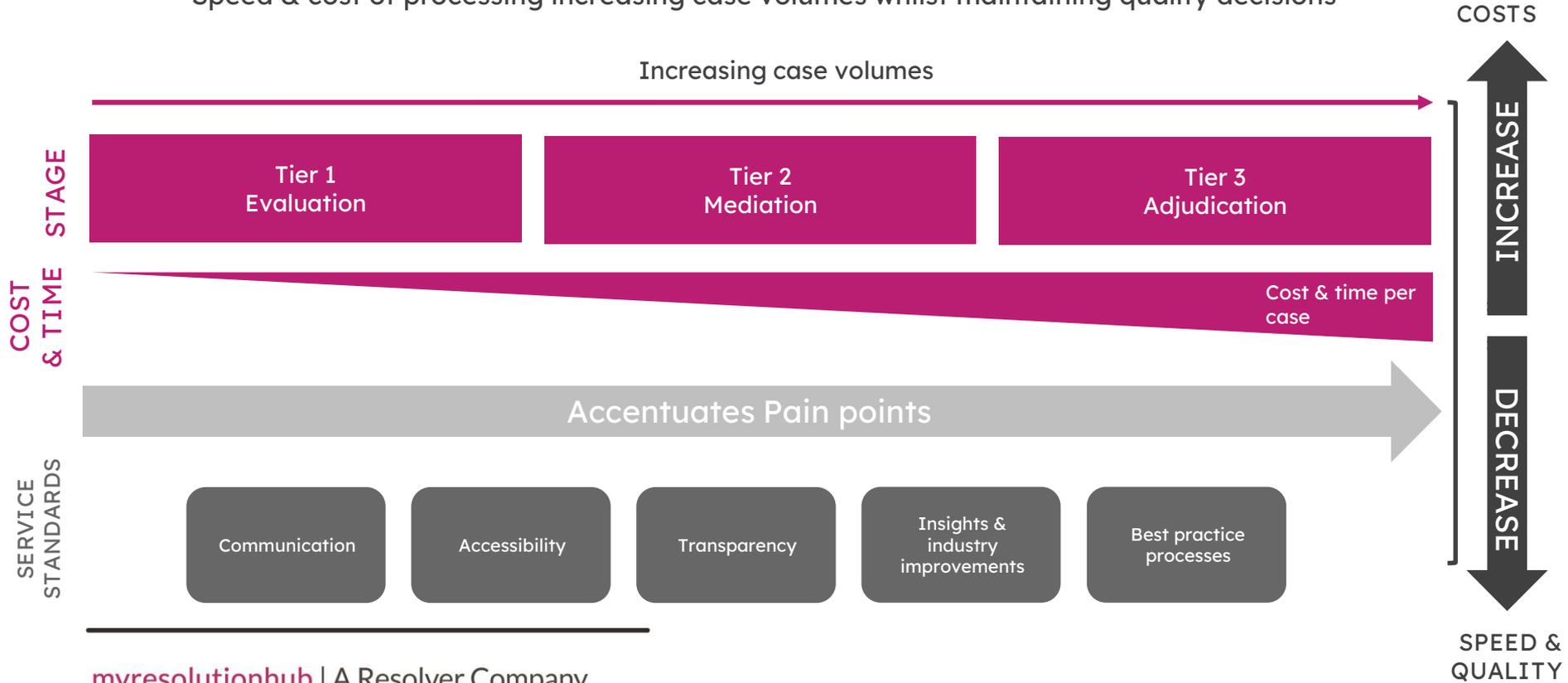


The ADR process



The ADR problem

Speed & cost of processing increasing case volumes whilst maintaining quality decisions



The Consequences

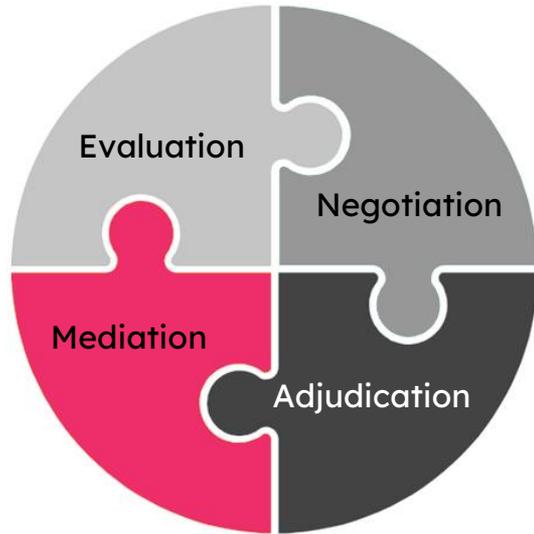
Dispute process has become disjointed



- Poor experience for consumer & businesses
- Increasing costs, and decreasing speed and quality of decisions
- A lot of inefficiencies in the process
- Processes have become too complex
- Existing applications not fit for a digital, online future

The solution

In an increasingly networked world, online technologies are driving transformation in dispute resolution



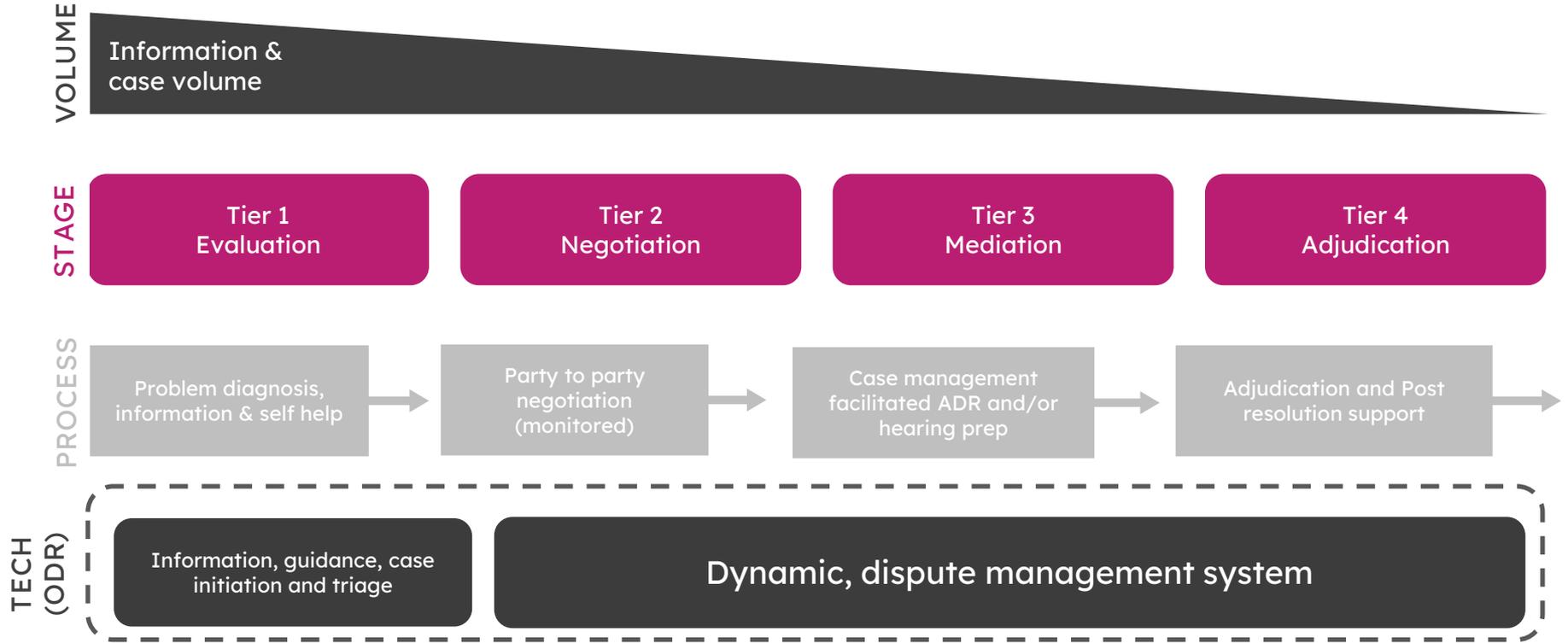
Online Dispute Resolution allows organisations to co-ordinate the resolution of multi-party disputes

- Simple online case creation
- Secure communication
- Online document sharing
- An easy to use, configurable and guided workflow

Unlock organisational efficiencies and cut costs by better managing your case load.

The ADR process

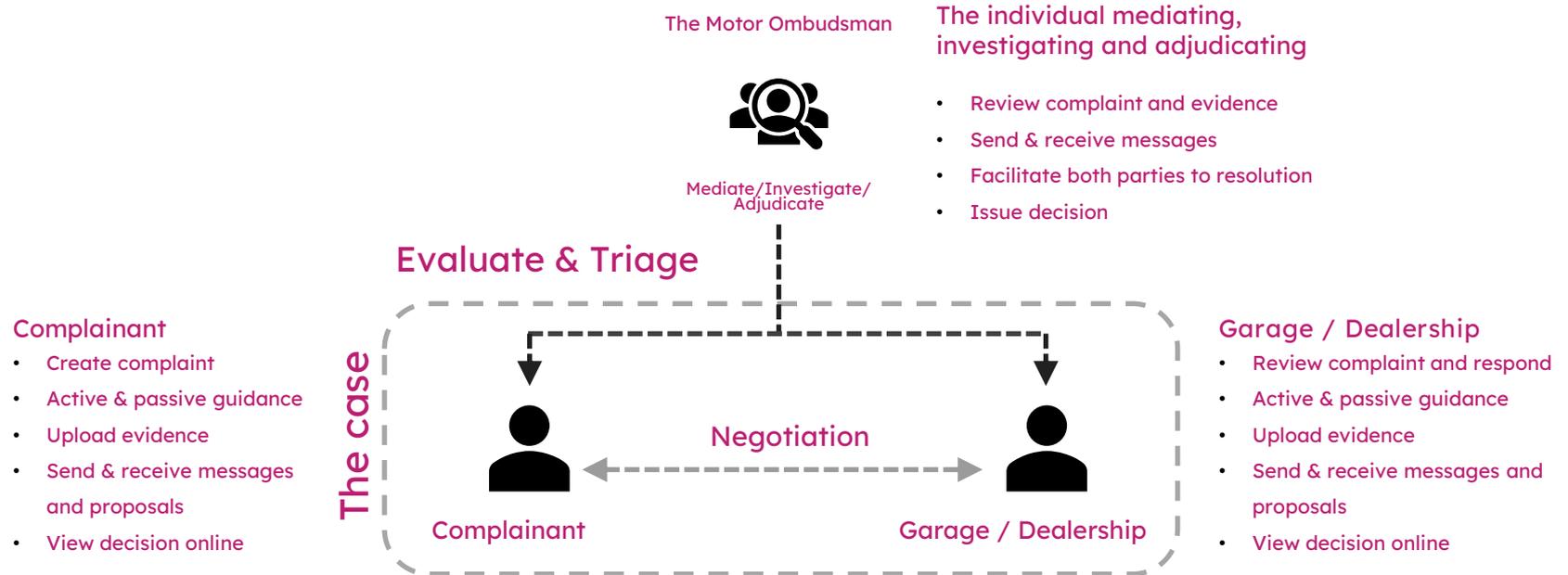
Online Dispute Resolution



ODR = Facilitating ADR processes online

The Product

MRH is a state-of-the-art, cloud based Online Dispute Resolution (ODR) platform, designed to save its users both time and money.



Key capabilities



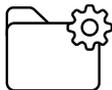
Configurability

Configurability at case creation and workflow



Secure Online Messaging

Secure internal messaging allows for simple, effective and controlled communication



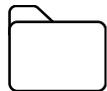
Guided case creation

The right information is captured from the beginning. Quality input from the case initiator supports better decision-making.



Security

Decider service delivers governmental and best practice security practices to ensure our clients are assured of their data security.



Case management

Dashboards organise the workload across all the parties, capturing notes and case history.



Documentation management

Shared documentation management keeps all key digital content in one place for everyone



Structured response to cases

A structured process captures the response to the case, including evidence submitted in different formats, from text to video



Task management

Allows operational teams to maximise efficiencies

What will you gain?

Thanks to the proven value it delivers, MRH helps organisations manage greater case volumes with reduced effort. And it delivers key strategic benefits:



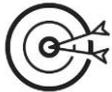
1. Speed

Improve the speed and flexibility of dispute resolution through a variety of mechanisms



2. Efficiency

Reduced administration, and increased quality of data collection, means you can focus on more value adding activities



3. Consistency

Make decision outcomes and governance more consistent than ever before, that follow industry best practices



4. Transparency

Simpler collaborative decisions and transparent processes create the best outcomes for everyone



5. Trust

All the parties benefit from a clear and transparent resolution process, and your data always stays in a secured environment



6. Cost savings

By digitising, your cost per case will go down heavily, and you will be able to focus resources in the right place.

The results of transformation

“Resolver Group has been an amazing partner, supporting us to deliver our award-winning transformation objectives.”

Caroline Sheppard OBE, Chief Adjudicator, Traffic Penalty Tribunal



Reduction in IT costs
(Tribunal)



Reduction in operational costs
(Ombudsman)



Reduction in case costs
(Tribunal)

“ODR has huge potential to reduce fixed and operating costs”

Lucinda Case, VP,
Thomson Reuters



Cases resolved in one day
(Tribunal)



Cases resolved in 28 days
(Ombudsman)



Decisions made online
(Ombudsman)

“We must continue to strive for new innovations to improve and help those in disputes.”

Susan Exon – Senior Arbitrator, Californian Arbitration and Mediation Services

My Resolution Hub ODR

Raise & Evaluate

- Disputes are raised, required information and evidence collected.
- Respondents are asked to provide their response
- Disputes can be evaluated and triaged.

Negotiate

- Respondents are offered to accept the requested resolution
- If resolution is not accepted, parties can negotiate
- If they succeed dispute is resolved, or escalates if it fails

Mediate

- Respondents are automatically asked to provide a response including providing evidence.
- Team member can mediate a mutually agreeable outcome or pass the dispute for arbitration.

Arbitrate

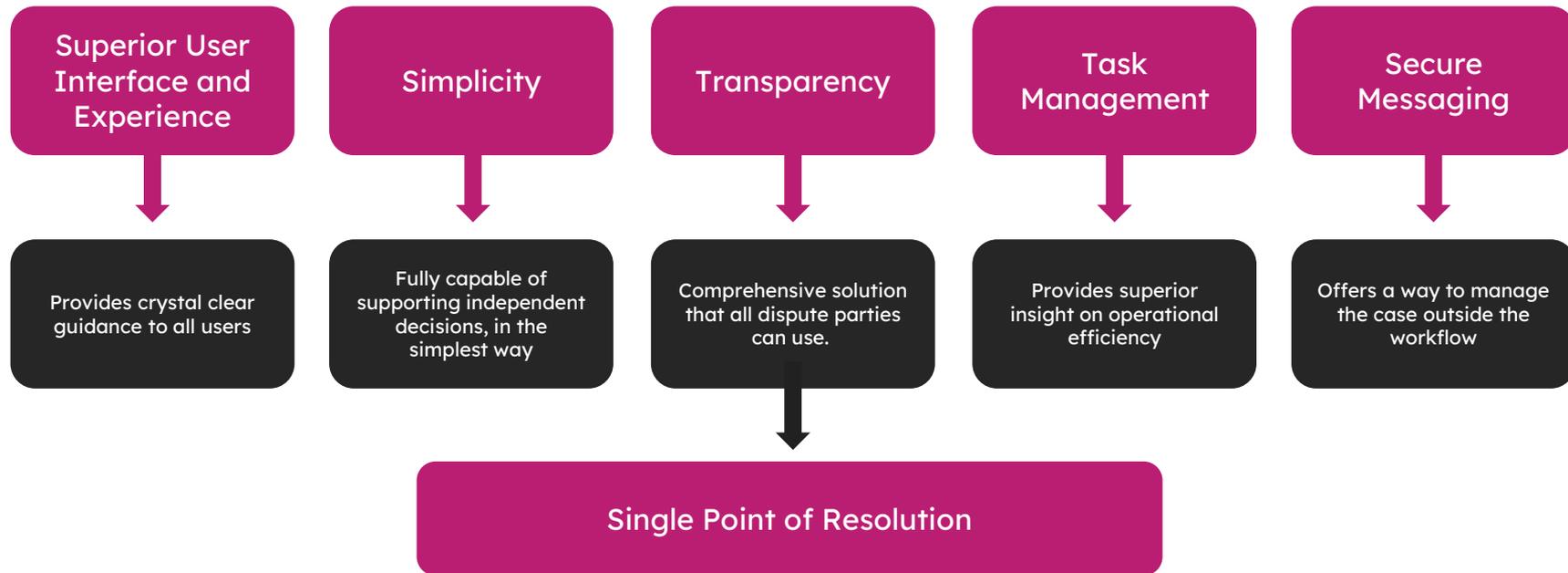
- Arbitrators can then assess the dispute, obtain further information and issue their decision.
- They can also request that disputants respond to their decision.

Appeal

- Clients can allow disputants to appeal the arbitrated decision.
- Allows senior arbitrators to reject the appeal or overrule the original decision.

Differentiators

MRH is powered by Resolver - the UK's leading ODR platform

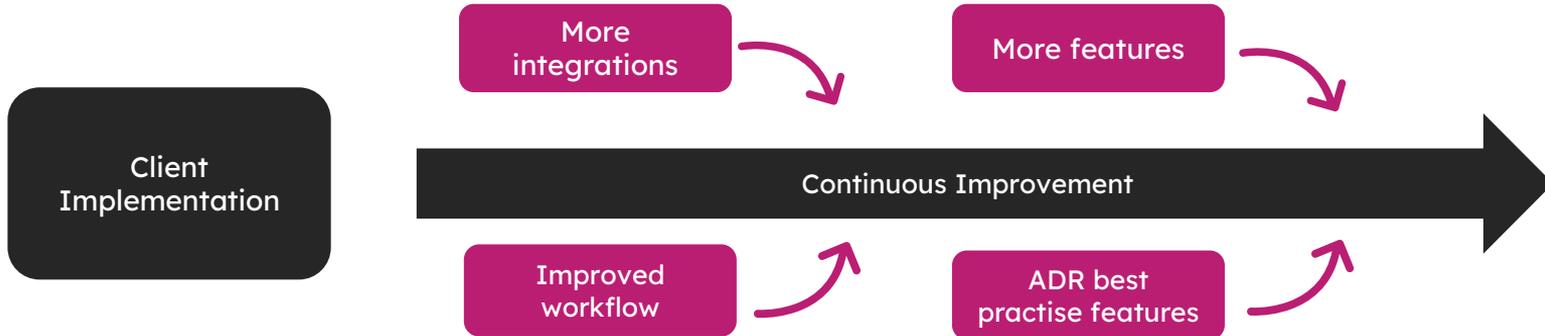


MRH Roadmap

Keeping clients at the leading edge of ODR

Constant improvements, efficiency gains and
best-practice workflows
COMING NEXT

New technologies that deliver ADR in new
ways
IN THE FUTURE



Some of our clients



OPEN BANKING



Resolver creates complaint resolution products that help you adjudicate better. We've helped millions of people raise and resolve complaints, increasing their trust in the hundreds of organisations that receive them. Our business suite of products, are leading the way in breaking down walls between Complainants and Adjudicatory Bodies.

Ready to find out more?

Whether you want a demo or a bit of advice, we're here to help. Explore our website for more information or get in touch with our team at:

Email - business@myresolutionhub.com