

## Pioneering digital transformation in the legal and justice system

Abu Dhabi Global Market (ADGM) Courts embarked on an end-to-end transformation to deliver fully digital courts for the first time in the judicial and legal system. The authority used Azure, Dynamics 365 and Office 365 to build an innovative new legal platform to fully digitize dispute resolution and other legal proceedings. ADGM Courts aims to make the legal system more simple, efficient and accessible for clients and legal professionals.



### Customer

Abu Dhabi Global Market Courts

**Website:** [adgm.com](http://adgm.com)

**Country:** UAE

**Industry:** Legal

**Customer size:**

50-999 employees

### Customer profile

Abu Dhabi Global Market Courts is an international legal platform for local, regional and international institutions.

Established in 2015, it operates globally and specializes in regulatory, judicial and dispute resolution.

### Software and services

Azure

Office 365

Dynamics 365

“The court is now accessible 24/7 from anywhere in the world, so we know no geographical or time boundaries.”

**Linda Fitz-Alan,**  
Registrar and Chief Executive,  
ADGM Courts

Established in 2015, Abu Dhabi Global Market is Abu Dhabi’s international financial center. It has three independent authorities, one of them being ADGM Courts. ADGM Courts is an extremely progressive Middle Eastern judicial framework, and has undertaken a remarkable journey of innovation. Its technological advances support the digital transformation of Abu Dhabi’s economy, serving one of the region’s most strategic business centers and its global investors.

#### **A game-changing legal platform**

Traditional courts rely heavily on paper-based systems, which can be costly and inefficient. This is not the case for the now fully digital ADGM Courts.

“We realized that the traditional court does not reflect workings, operations and dealings of the international business community. Most courts are challenged with a protracted process for dispute resolution and the associated high costs. We wanted ADGM Courts to change this narrative and pioneer game-changing digital judicial services,” says Linda Fitz-Alan, Registrar and Chief Executive at ADGM Courts.

In order to avoid these challenges, ADGM Courts designed a platform that truly serves local and global investors. The vision was to innovate and identify every opportunity to improve the way that a court interacts with opposing parties and their legal advisors.

The ADGM Courts team was able to create the legal platform they envisioned, supported by Azure, Office 365 and Dynamics 365 that have been tailored to their needs and ensure data security and privacy compliance. “We chose Microsoft as our trusted partner because we thought they shared our vision in wanting to be incredibly creative and progressive,” explains Fitz-Alan.

“The court is now accessible 24/7 from anywhere in the world, so we know no geographical or time boundaries. You can register, submit documents, file and pay online, and utilize Skype-enabled trial hearings from remote locations,” she adds. They can also manage and visualize the judicial process workflow, which is one of the biggest workloads for courts.

This technology-based system will enable judges and court professionals to operate in a judicial system that lets them do more daily. They also have a truly unique embedded evidence bundle and that is no cost to the parties, so they can interact with the court and produce the evidence they need to manage their cases extremely quickly.

ADGM Courts will continue to explore new ways to innovate while delivering more efficient progressive judicial dispute resolution services with Microsoft’s support. This is all part of its digital transformation journey towards becoming the world’s most advanced and universally transformative court.

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#### **Digital transformation to:**

- Empower employees
- Engage customers
- Optimize operations
- Transform products