

JAMS sees international case growth

Energy and renewables, sports, and technology are among the sectors driving the ADR provider's growth.

By Douglas Saunders
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Irvine-based JAMS said it saw a sharp rise in demand for its alternative dispute resolution services in 2024, handling 21,390 new matters - marking a 10% increase from the previous year.

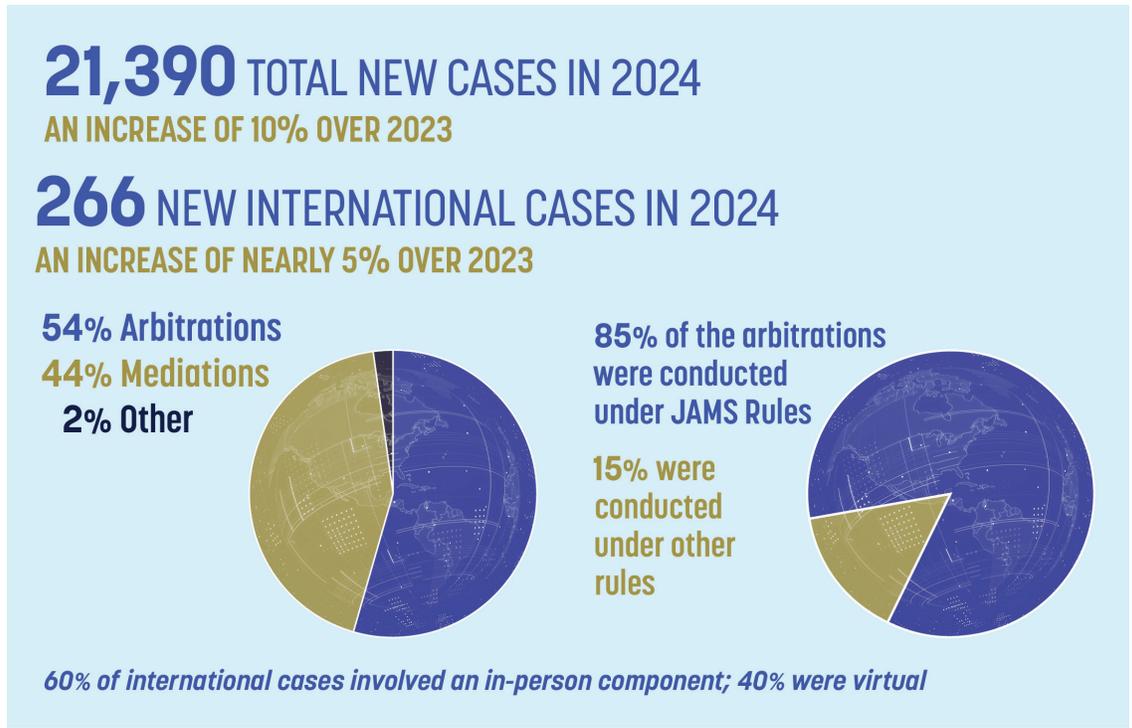
The organization credited its growth to investments in technology, expansion into new markets and development of AI arbitration rules that have positioned it to handle increasingly complex and global disputes.

JAMS President and CEO Kimberly Taylor said the organization managed 266 new international cases in 2024, reflecting nearly 5% year-over-year growth in its global operations.

"In 2024, JAMS experienced strong growth driven by increased demand for efficient dispute resolution across many sectors," Taylor said. "We have made strategic investments to enhance virtual capabilities and to support parties in virtual, hybrid and in-person ADR sessions."

Despite increased digitization, Taylor noted that about 60% of international cases still require in-person components.

Industry segments fueling growth included energy and renewables, engineering and construction, enter-



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tainment, financial markets, health care, insurance, intellectual property, life sciences, sports, and technology, JAMS said.

The company said AI Arbitration Rules - a 34-rule framework addressing the procedural and technical complexity of AI-related disputes - that it introduced last year have provided legal professionals with predictability in this emerging space.

"Professionals have praised the rules for offering a structured, neutral framework that addresses the complexities of AI technologies," said Taylor, noting that Global Arbitration Review nominated JAMS for an innovation award for the initiative.

The rules restrict hardware, software, and training data inspections to secure environments designated by the disclosing party and prohibit

removal of materials from those sites. Expert evidence must be submitted in writing and delivered under questioning from the arbitrator. Where parties cannot agree on expert witnesses, arbitrators may appoint experts from JAMS' independent roster.

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