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CaseShield by AAA-ICDRSM Guards Case Data with Enterprise-Grade Technology & Cybersecurity Protections

As More ADR Hearings are Conducted Virtually, AAA-ICDR[®] Proprietary Solution Streamlines Important Case Files & Information into One Secure, Mobile & Uniform Location

NEW YORK, N.Y.—January 18, 2022—The American Arbitration Association-International Centre for Dispute Resolution[®] (AAA-ICDR[®]) announces the rollout of CaseShield by AAA-ICDRSM, a virtual desktop solution providing arbitrators and mediators with a uniform, secure and easy-to-use tool to manage their cases.

“Customer and case-information security and privacy is a top priority for the AAA-ICDR. Recognizing that cybersecurity is a shared responsibility, we want to be able to offer arbitrators and mediators a single, secure, and user friendly digital environment where they can seamlessly manage all of their cases, while safeguarding sensitive files and data,” said **India Johnson, President and CEO of the American Arbitration Association-International Centre for Dispute Resolution**. “We developed CaseShield by AAA-ICDR to give arbitrators and mediators access to their case materials via a secure cloud desktop anytime and anywhere, on any device and browser. This is an ideal technology solution to help ensure case data remains protected.”

CaseShield by AAA-ICDR offers enterprise-grade technology and cybersecurity safeguards—including email spam-filtering, web-content filtering, encryption, advanced firewall protections, anti-virus/anti-malware software, and multi-factor authentication—which arbitrators and mediators generally cannot purchase or configure themselves at the consumer level. In addition to these multiple levels of protection against common security threats and vulnerabilities, CaseShield by AAA-ICDR:

- Consolidates case files and data into one secure, uniform location which can be securely accessed anywhere users go, and at any time.
- Offers on-demand desktop technical support which is available 24/7.
- Evaluates new security threats on an ongoing basis, and is backed by a team of experts who apply the necessary response.
- Eliminates the need for arbitrators and mediators to vet, acquire, configure, manage, and monitor their own security tools and settings.

Arbitrators and mediators can subscribe to the CaseShield by AAA-ICDR virtual desktop using their own devices, where they can access cloud-based versions of standard desktop software such as



Microsoft Office Suite and Adobe. Once logged in, they can continue using their existing email addresses, or utilize new Microsoft Office 365-based CaseShield by AAA-ICDR email addresses, to securely save, store, and protect files within the virtual desktop. Panelists interested in signing up and learning more, please visit: <https://go.adr.org/aaa-case-shield>.

“We consistently seek new ways to provide seamless, uninterrupted ADR service and resolution, and CaseShield by AAA-ICDR further simplifies case and record management for arbitrators and mediators,” said **Diana Didia, Chief Information and Innovation Officer of the AAA-ICDR**. “This solution gives ADR professionals and parties peace of mind that their case documents and data are safe, well-organized, and easily accessible, whether they travel or stay local during the process of resolving disputes.”

About the American Arbitration Association

The not-for-profit American Arbitration Association (AAA) is the leading provider of alternative dispute resolution (ADR) services for parties in commercial disputes, having administered more than six million ADR cases since its founding in 1926. With 26 offices in the United States, in addition to Mexico, Singapore, and Bahrain, the AAA provides organizations of all sizes in virtually every industry with ADR services and products. For more information, visit www.adr.org.

About the International Centre for Dispute Resolution

The International Centre for Dispute Resolution (ICDR) is the international division of the American Arbitration Association (AAA) and the largest international provider of dispute resolution services. Established in 1996, the ICDR serves parties from over 100 countries with multilingual staff experienced in international dispute resolution proceedings, and a roster of over 725 arbitrators and mediators. For more information, visit www.icdr.org.

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