

**200+**

Distinguished Legal  
and Non-legal  
Domain Experts

Former Judges/Chief Justice's  
of Courts and Tribunals  
Eminent Lawyers  
Corporate Leaders - CXO's  
Leaders from Civil Society  
Veterans from different walks of life

All of them dedicated to your  
success, bringing unmatched  
results through our  
Integrated Hybrid Approach.

# LEADERS IN DISPUTE PREVENTION MANAGEMENT AND RESOLUTION

**Innovative Solutions  
for your Disputes**

**IDMG**<sup>TM</sup> **Integrated  
Dispute  
Management  
Group**





# 200+ EXPERTS FOR YOUR SUCCESS.

Our integrated hybrid approach delivers unmatched results through a blend of legal and non legal domain experts having one vision – early resolution.

# IDMG doesn't just resolve disputes. We solve problems.

**Over the last one year, IDMG has appointed dispute resolvers for many cases in India and Internationally, IDMG resolves big worth of disputes – keeping these cases out of the courts.**

IDMG successfully resolves and manages business and legal disputes by providing efficient, cost-effective and impartial ways of overcoming barriers at any stage of conflict. IDMG offers customized dispute resolution services locally and globally through a combination of industry-specific experience, first-class client service and highly trained panelists.

IDMG is a leader in administering dispute resolution for global companies. We collaborate with companies to build their capacity to systematically manage conflict and strengthen B2B relationships. IDMG equips the world's largest companies with tools to help them resolve disputes systematically and efficiently with our Corporate Dispute Management Programs.

Our Panel includes more than 1000+ finest and most credible dispute resolvers from all over the world with proven track records and extensive practice area and industry expertise. IDMG neutrals and clients are supported by ADR systems design experts and case managers with decades of experience.

Whether its construction contracts, labor negotiations, workplace issues or commercial contract disputes, you can go to court, pay expensive legal fees and put your fate in the hands of a judge or you can take charge of your own destiny by contacting IDMG.

We offer a range of world class dispute resolution and avoidance services, and we inspire confidence in parties through our complete impartiality and the quality of our dispute resolvers. Whether you're looking for a dispute resolver or want to gain the skills and experience to act as one, we offer a complete range of methods for resolving disputes across almost all sectors.

# Rationalizing disputes is a necessity.

Disputes disrupt business, they divert the time and effort of the company's staff and management from its 'core competencies,' which inevitably impacts the business, its development, its opportunities... These hours spent on a dispute are so many hours not spent on a profit generating activity. Implementing systems and processes, shifting towards a more "business oriented approach to dispute management" facilitates the company's income generating activity.

These processes are elements that compose a company-wide self-regulatory system and a thoroughly self-regulated company is the guarantee of a coherent strategy to effectively manage disputes.

From the 'action-reaction' approach to dispute resolution, IDMG approach to the management of dispute is rational, business oriented and responding to a purely practical purpose: making the dispute compatible with the company's business strategy and adding to the Profit Generating Capabilities of the Corporation.



# Dispute Management for corporate

We help clients with our coordinated approach in the end-to-end management of disputes. We offer a wide range of skills, market knowledge, and experience, including solicitor-advocates; mediators; investigators and a host of other experts who work in tandem to achieve end goal – Dispute prevention, Management and Resolution.

Our tactical interventions prevent and resolve disputes so that they don't escalate, end up in court, or turn violent and cause irreparable damage. Our early intervention helps resolve disputes many times faster.

Rely on our hybrid legal solutions for resolving civil and commercial disputes – We are always a better alternative.



**Our Experts**

# 200+ Experts

**Our more than 200+ panel experts include some of the most talented professionals in industry. They are highly skilled problem solvers who believe challenges can be opportunities.**

**Working in tandem with modern systems and procedures, they bring peaceful, quick and cost effective resolution to most complex and high value, high stakes disputes.**

IDMG's Experts represent the best in innovative and traditional disciplines of dispute resolution. Our panels of Neutral dispute resolvers, mediators, arbitrators, ADR advocates, case managers, expert determination and sectoral specialists have unrivaled expertise in preventive jurisprudence, integrative approach and a knack for producing quick results.

Their skills of incorporating modern systems and procedures are leading-edge, and they are uniquely experienced in working with other dispute resolution disciplines, and to work with them collaboratively.

**With extensive experience of working with leading companies and law firms in many jurisdictions, IDMG is the powerful dispute resolution resource of its kind.**

**We have expert partners and members in every corner of the world who have the passion and expertise to help any business do better - no matter where they are located.**

The diverse multi-disciplined professionals are from backgrounds including professional services, law, cyber security, technology, academia, law enforcement, intelligence services and many other disciplines and sector experts.

When you need answers, we're ready with tailored solutions to your individual needs, concerns and budget.

From young talent to the who's who of the dispute world, we bring to you the finest and most credible dispute resolvers.

# What and how we do

- ADR RESOURCES AND TOOLS FOR IN-HOUSE COUNSEL

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- ARBITRATION

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- MEDIATION SERVICES

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- NEGOTIATION CONSULTING

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- ORGANIZATIONAL OMBUDSMAN

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- CONTRACT DISPUTES

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- LITIGATION MITIGATION

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- DISPUTE RESOLUTION BOARDS

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- NEUTRAL ANALYSIS / EVALUATION

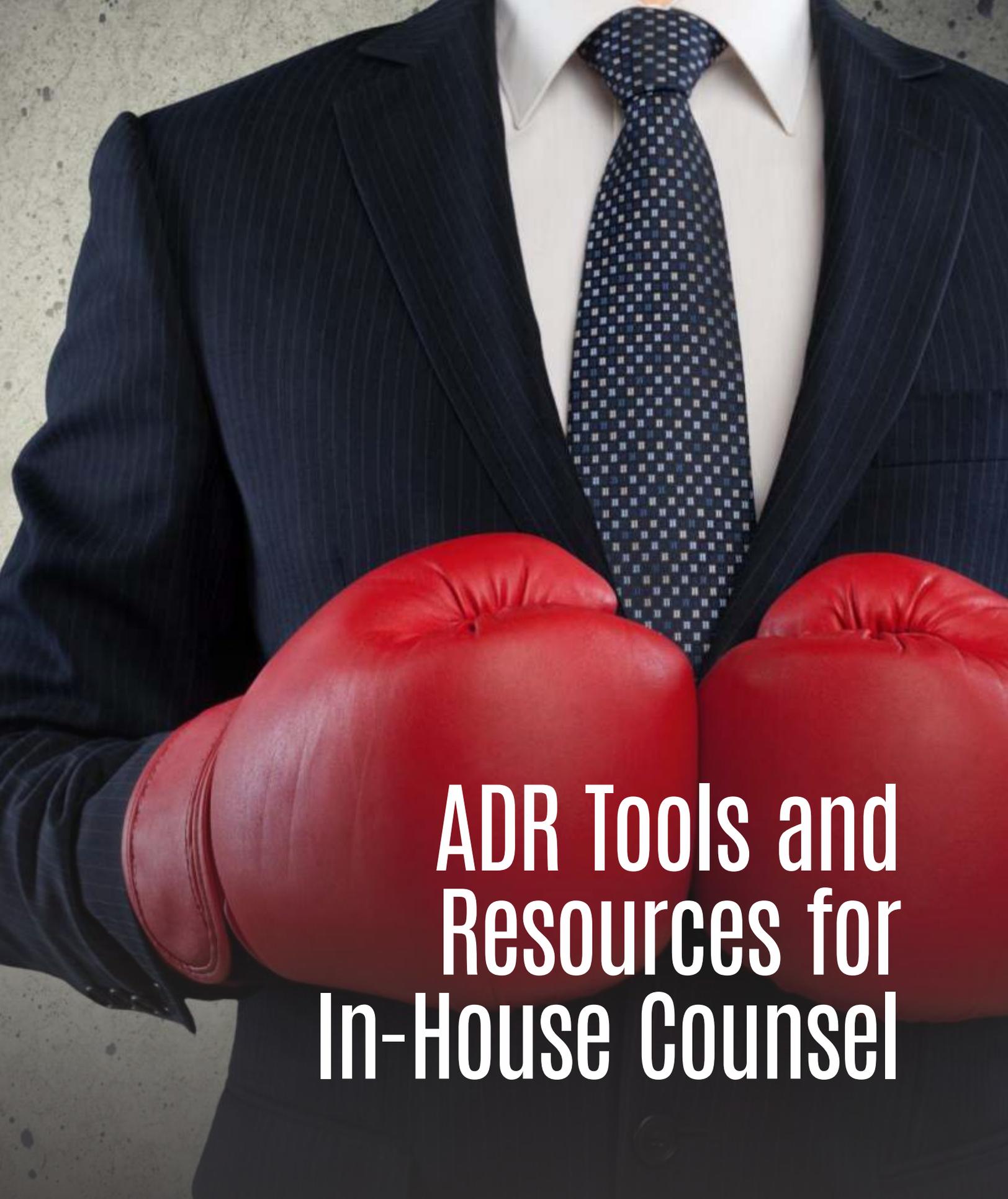
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- CONFLICT DE-ESCALATION

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- DISPUTE RESOLUTION SYSTEM DESIGN

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# ADR Tools and Resources for In-House Counsel

**IDMG provides the always needed tools, resources and services to the in-house counsel to manage the day-to-day challenges of preventing and resolving disputes across all functions and departments of their organization.**

At least half of Fortune 1000 corporations now use ADR as a principal means of resolving domestic and international disputes. Companies both large and small choose ADR because it saves time and money and provides a range of options for resolution in a private, confidential setting.

Avoiding protracted litigation helps businesses preserve critical relationships, keep important projects on track and minimize legal and internal costs.

## Customized ADR Programs

**Design and implementation of company-sponsored ADR programs, including those required in response to catastrophic events such as natural disasters and accidental or negligent acts and disputes that impact or have potential to impact business**

- Initiate programs whenever the need arises - before, during or after a causative event or in response to settlement decrees or court orders
- Tailor the mediation or other ADR process to suit your specific needs
- Scale the program to meet the unique demands of your company

## Dispute Avoidance/ Negotiation

**Negotiation Skills Training and other IDMG Continuing Legal Education programs on successful conflict management**

- Learn negotiation, settlement and other effective ADR techniques from highly skilled practitioners
- De-escalate and resolve problems before a costly lawsuit

## Arbitration

**Arbitration of Domestic, International and Cross- Border Disputes  
Expedited Procedures  
Appeals Process**

- Select a neutral with relevant expertise
- Control the process with custom IDMG Arbitration Rules & Procedures
- Mitigate discovery costs upfront by partnering with parties, counsel and an experienced IDMG arbitrator on a discovery plan
- Contract for an appeal process

## Pre-Conflict Agreements

**IDMG Clause Workbooks, comprehensive guides to drafting ADR clauses for domestic, international and cross-border commercial contracts**

- Determine how to resolve disputes before they arise
- Avoid litigation by stipulating to mediation and/or arbitration.
- Minimize the cost of resolution with a carefully crafted ADR clause.

## Mediation & Conciliation

**Evaluative Mediation  
Facilitative Mediation**

- Save significant time and money
- Preserve critical relationships
- Craft a mutually acceptable solution via a consensual process

## Early Intervention

**Pre-Dispute Mediation  
Structured Negotiations  
Project Neutrals  
Ombudsperson**

- Retain control by handling matters in-house
- Collaborate on solutions with respected neutrals who have substantive experience

## Neutral Analysis

**Early Case Assessment  
Neutral Evaluation  
Mock Trials**

- Assess risk and estimate reasonable settlement costs
- Choose the optimum means of final resolution based on the evaluation of a retired judge or attorney-neutral



# Arbitration

**IDMG offers efficiency, speed, and results. In order to save clients time and money, IDMG has instituted procedural options that allow the crafting of a process that is commensurate with the dispute.**

## **IDMG Arbitration Advantage**

At IDMG, We Take Arbitration as Seriously as You Do

We understand that there is a lot on the line in arbitration. We know attorneys count on IDMG to provide highly skilled arbitrators who use IDMG Managed Arbitration Process to save time and money. IDMG offers efficiency, speed, and results. If another arbitration provider was written into your contract, call an experienced IDMG Case Manager to discuss having your case administered by IDMG.

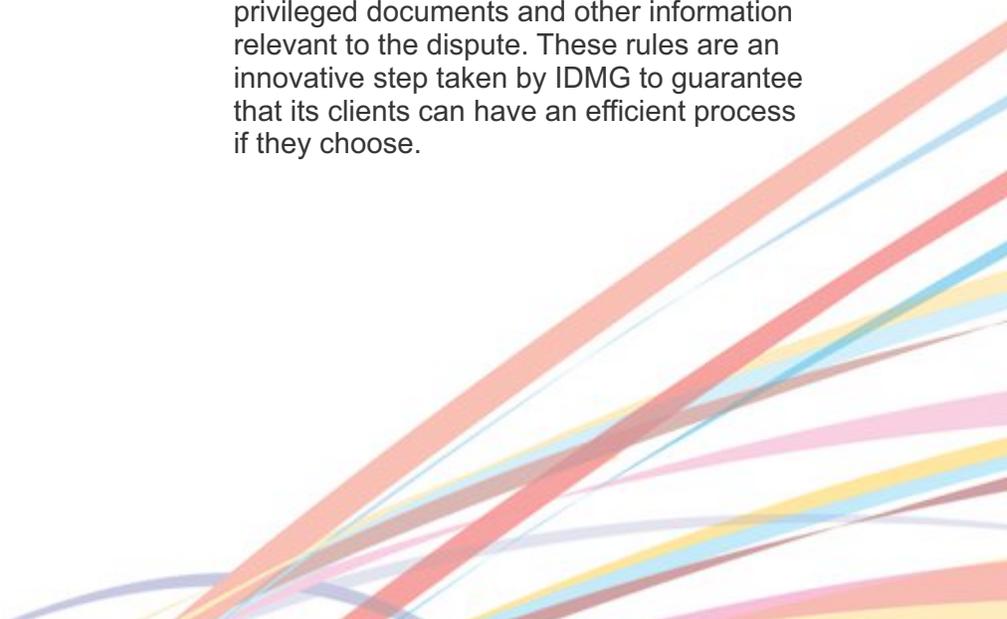
## **The Best Arbitrators**

IDMG arbitrators are among the best and most experienced. With nearly 400 neutrals, IDMG offers highly respected and experienced arbitrators, including retired state and federal court judges and attorneys. IDMG neutrals have experience as arbitrators under the rules of all major arbitral institutions.

## **IDMG Optional Expedited Arbitration Procedures**

IDMG has taken an industry-leading role to ensure arbitration remains an attractive alternative to litigation. In order to save clients time and money, IDMG has instituted procedural options that allow the crafting of a process that is commensurate with the dispute.

With IDMG Optional Expedited Arbitration Procedures, parties can choose a process that limits depositions, document requests and e-discovery. When parties utilizing IDMG Comprehensive Arbitration Rules elect to use these procedures, they agree to the voluntary and informal exchange of all non-privileged documents and other information relevant to the dispute. These rules are an innovative step taken by IDMG to guarantee that its clients can have an efficient process if they choose.



## **IDMG Managed Arbitration**

IDMG arbitrators utilize a "Managed Arbitration Process" consisting of checklists and procedures to keep the arbitration on time and within budget, providing attorneys with peace of mind that their arbitration will be fair, professional, and timely with a reliable outcome. Arbitration hearings are scheduled promptly and most matters are resolved within six months of the appointment of the arbitrator. The IDMG Recommended Arbitration Discovery Protocols provide IDMG arbitrators with an effective tool that will help them exercise their sound judgment in furtherance of achieving an efficient, cost-effective process which affords the parties a fair opportunity to be heard.

## **Custom Arbitration Rules and Optional Appeal Procedure**

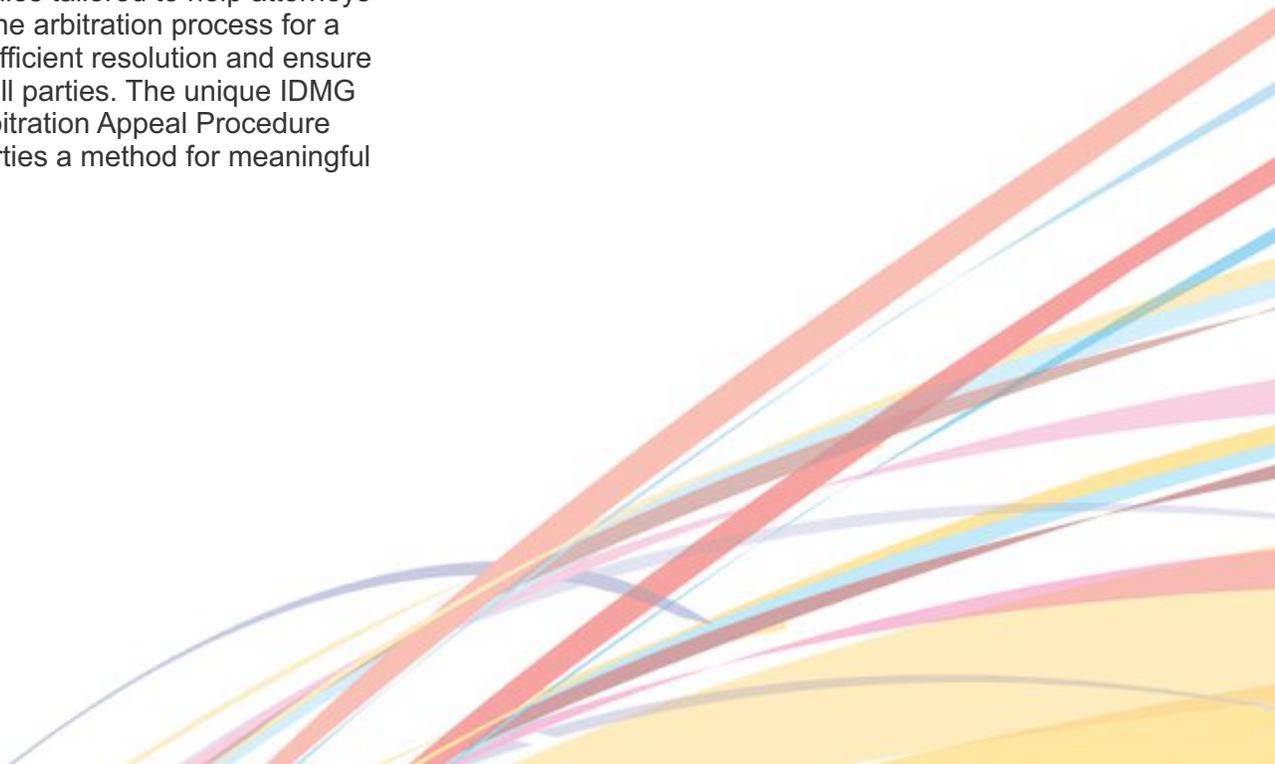
IDMG offers domestic and international arbitration rules tailored to help attorneys streamline the arbitration process for a timely and efficient resolution and ensure fairness to all parties. The unique IDMG Optional Arbitration Appeal Procedure provides parties a method for meaningful review.

## **National Arbitration Committee**

The IDMG National Arbitration Committee, a body independent of the arbitrator, decides issues of controversy that may arise when the arbitrator is unavailable, has not yet been appointed, or the issue involves the arbitrator, such as claims of conflict. The National Arbitration Committee acts as a safeguard to the fairness of the arbitration process.

## **Superior Case Management**

IDMG employs case managers who have long track records of arbitration experience. Many have strong legal backgrounds and all receive ongoing training. Our case managers consistently receive high ratings from attorneys for their efficient, responsive, and friendly service.





# Negotiation Consulting

# Negotiation consulting helps companies prepare for, execute, and review important negotiations.

IDMG offers customized negotiation consulting to individuals, divisions, and groups within corporations, businesses and other organizations.

Customized negotiation coaching is designed for individuals or teams who are in the process of a complex negotiation, recovering from a “negotiation-gone-bad” experience, facing a daunting re-negotiation challenge or preparing for an upcoming negotiation, with the goal of maximizing value and maintaining relationships.

IDMG’s Negotiation Consultants bring years of experience negotiating with and for Fortune 500 clients and start-up ventures, mediating difficult disputes for companies and government agencies, and lecturing on negotiation skills at top universities across the country. This experience is brought to our clients to help them prepare for successful negotiations.

Individual negotiators and teams will meet with the IDMG coach in person, over the web and/or by phone to accomplish topics such as:

- Design an overall strategy and approach for their upcoming negotiation(s) and negotiations in general.
- Review the internal factors effecting negotiation and the ability to negotiate effectively.
- Increase confidence and comfort with the negotiation process, skills and tools.
- Incorporate advanced negotiation topics such as dealing with difficult behaviors, situations and emotions; strategic decision making; negotiations system design; and complex multi-party negotiations.



# Mediation Services

# IDMG mediation services are designed to resolve disputes quickly, efficiently and economically.

Mediation services are available for internal matters such as staff and management disputes, intra and interdepartmental conflicts and external disputes involving vendors, suppliers and clients with whom the company wishes to preserve the relationship.

IDMG's mediation services provide clients with the most effective and seasoned neutrals from across the country and exceptional case-management services at competitive rates.

IDMG employs highly trained and experienced mediators able to utilize a variety of mediation techniques to foster communication, solve problems creatively, preserve relationships, and resolve issues.

We will mediate both litigated and non litigated disputes, including employment, workplace, business, commercial and personal injury matters.

## **IDMG Mediators - Unparalleled Neutral Expertise**

IDMG offers clients access to the most qualified mediators. Our mediation panel Recognized leaders in ADR, they are equipped with the legal and business acumen, credibility and settlement skills required to resolve even the most contentious and complex matters.

## **Responsive Case Management**

IDMG case managers—many of whom have strong backgrounds in the law—receive ongoing training on legal and procedural issues. Known for their excellent customer service and efficiency in convening mediations and keeping them on track, they are also astute at helping parties select the mediator who best fits their needs.

# The Mediation Process

**It's the power of difference only IDMG mediators deliver.**

At IDMG, mediation is not limited to just a few hours or a day-long session. It's a process - one at which our mediators and case managers excel. We work diligently every step of the way - from pre-mediation calls and preparation to post-mediation follow-up - toward helping all parties arrive at the best possible outcome to their dispute.

## Pre-Mediation Calls

IDMG mediators often provide parties the opportunity for pre-mediation calls in order to discuss:

- how to craft a mediation process tailored to your dispute
- when the mediation should take place and who should attend
- how to exchange information and whether opening statements will be allowed
- issues the mediator should be aware of that are not included in the written statements

## During the Mediation Session

Using their extraordinary interpersonal skills, IDMG mediators listen closely to all perspectives, quickly evaluate party dynamics and establish rapport, leaving ample time for them to focus on:

- what issues are in dispute and what might motivate each party to settle
- making candid observations when appropriate and assisting both sides in assessing risk, overcoming impasse
- pursuing creative, collaborative solutions that are consistent with the facts of the case and geared toward preserving mutual interests and ongoing relationships
- ensuring that all parties trust the process and feel they have been heard and that all reasonable prospects for settlement have been considered
- guiding parties toward resolution

## Post-Mediation

In the event that all issues are not resolved during the mediation session, IDMG mediators are tenacious and follow up in an effort to keep parties engaged in the process and focused on resolution. They will persist until the case settles or every conceivable option has been exhausted.

# Organizational Ombudsman services



# Promoting communication in highly confidential and sensitive situations.

This neutral, independent channel of communication provides information and helps people reframe issues, develop options and solve problems.

An Organizational Ombuds provides companies with a designated neutral who delivers independent, confidential, and neutral assistance to employees. Provides staff with a unique and confidential channel for voicing complaints and resolving conflict. This includes opportunities to seek advice on handling difficult situations, insights about company policy and services designed to build morale, productivity and the capacity to manage conflicts on their own.

IDMG's Organizational Ombuds services provides companies with a designated neutral to serve as an impartial dispute resolution practitioner who contributes independent, confidential, and neutral assistance to employees.

## An ombudsperson:

- Is available to all employees to discuss, address and resolve a variety of problems and issues
- Provides resource for interpreting company policies, guidelines and organizational structure
- Acts as a confidential and informal assistant in resolving concerns
- Maintains strict confidentiality (except where there is a serious threat of harm)
- Does not keep records on individuals but does keep and provide anonymized feedback to the organization

## The Role of the Ombudsperson

The ombudsperson's role serves to protect individuals against abuse, bias, unfairness, and other improper treatment. The ombudsperson is neither an advocate for any individual or the company. Rather, the ombudsperson is an advocate for fairness who acts as a source for giving and gathering information, guiding and referring employees, and assisting in the resolution of concerns and conflicts. The ombudsperson's office supplements, but does not replace, the company's existing resources for conflict resolution.

IDMG works to ensure that the integrity of the ombuds function through independence, fairness, neutrality, impartiality, confidentiality, and timely attention to the resolution of issues while treating people with dignity and respect.



# International cross-border Resolution

# Resolving international disputes demands special skills, experience and cultural sensitivity. That's why attorneys and their clients turn to IDMG.

We are a recognized leader in cross-border mediations and arbitrations, with resources wherever you or your clients do business.

## **International Mediation, Arbitration and ADR Services**

With resources worldwide, IDMG can provide cost-effective, impartial and efficient dispute resolution at any stage of conflict, anywhere in the world.

## **IDMG Global Capabilities**

- IDMG is consistently recognized for outstanding case management and exceptional client service
- IDMG neutrals employ an adaptive approach for common versus civil law cases
- Our panel is among the world's most experienced, with deep specialty knowledge in virtually every case type
- We offer a range of innovative rules and regularly hear cases under the rules of other arbitral institutions



# Standing Neutrals and Dispute Resolution Boards

IDMG dispute resolution boards and Industry specific panels consist of Highly accomplished and respected experts from the legal, social and business communities who offer diverse experiences across a wide range of fields. Former judges, attorneys with exceptional subject-matter expertise, and business owners who understand the essence of the dispute.

# Neutral Analysis

**Fine-tune your strategy with  
IDMG Neutral Analysis.**

**Fine-tune arguments.  
Reassess settlement  
options. Manage client  
expectations.**

**Unbiased, confidential case  
evaluation from the best  
legal minds in the business.  
It's the power of difference  
only IDMG delivers.**

How does your case strategy appear to an experienced, Neutral third party? Which claims might be the riskiest or most successful? How would a judge, jury or arbitrator respond to your witnesses and experts? What's the best way to position your motions? How will controlling legal precedents be applied? Should you consider settlement or move forward with a trial or appeal? What are your chances on appeal?

IDMG Neutral Analysis provides attorneys with advisory opinions on such questions, allowing you to fine-tune arguments, reassess settlement options, manage client expectations - and ultimately proceed with heightened confidence and a winning strategy.

## A Deep Bench of Experts

IDMG offers clients access to an unparalleled panel of highly respected neutrals, including judges, former litigators and transactional attorneys from diverse backgrounds and practice areas. They blend decades of bench and bar experience with extensive ADR expertise to offer confidential evaluations and valuable insights into the strengths and weaknesses of your case

# Neutral Analysis

## Non-binding, Tailored Processes

IDMG Neutral Analysis refers to a range of non-binding processes in which one or more parties retain a neutral to deliver an evaluation, either in person or via written report, based on the merits of the case. Neutral Analysis typically involves review of factual and legal positions either through briefs, oral arguments, mock exercises or an evaluation of what a likely jury outcome might be. These processes, which can be tailored to address the needs of virtually any type of case and utilized at any stage of litigation or arbitration, include:

- Pre-file neutral evaluations
- Written case evaluations (brief-based)
- Evaluative summary judgments
- Second opinions

## Creative Applications

Attorneys and their clients have utilized IDMG Neutral Analysis in a wide variety of disputes and continue to find new ways to take advantage of this beneficial resource.

Neutral evaluations can be used for a discreet issue or an entire matter. They can range from informal, telephonic consultations to evaluations of complex, high-stakes matters, where such analysis can even predict the precedential impact of an adverse ruling on an industry.

Case evaluations involving a panel of three or more neutrals allow attorneys to weigh a range of independent, expert opinions that closely replicate your sitting judge or arbitration panel.

Mock arguments give you a chance to test trial strategies and provide leverage for settlement negotiations. Mock arbitrations, especially in large disputes and/or those involving foreign parties, act as "dry runs" to familiarize participants with rules and procedures.



# Contract Disputes

# Prevention, Management, Resolution

**IDMG has the objective of formulating Ironclad contracts to fool proof all the dynamics that prevent an untoward conflict and if at all there is a conflict, the solution is within the contract clause itself.**

Over the lifespan of a contract, it is almost inevitable that changes will occur, particularly as the "internet of things" brings massively increased and accelerated data, fundamentally altering the way in which contracts are managed. Changes are easier to manage when they have been planned for. However, you cannot foresee everything that might affect your contract.

By including the stepped dispute resolution clauses and an inclusive mediation and conciliation process, IDMG leads organizations to settle contract disputes.

Incorporating the MCN dispute clauses mitigate the contract disputes to a large extent to not just resolve the dispute early, but also in preserving the contract relationships.

# Litigation Mitigation

## Reducing Litigation Case Load (of cases already under litigation)

IDMG helps companies to assess the costs of pending disputes under litigation and consider creative ways to solve them. IDMG manages the litigation docket of companies to constantly rationalize the number of disputes in which they are involved.

## Early Dispute Resolution

The early focus on settlement is the most cost-efficient approach to dispute management.

We aim at identifying functional grey areas of the business to detect and prevent potential disputes and in case any dispute arises, look for the fastest and most appropriate dispute resolution mechanism.

The 2013 Queen Mary/PWC survey reveals that the majority of disputes are settled (57% against only 32% referred to litigation or arbitration). Early resolution of disputes is simply a better deal than litigation/arbitration.

## Preventing Litigation

We use 'Litigation Objective Realization Process' (LORP) to identify and assess litigation objectives and risks as early as possible, selecting a strategy adapted to the nature of the conflict and business involved, resolving this conflict in accordance with the strategy put in place and eventually reviewing the result of the process.

We help companies adopt an approach aimed at rationalizing the resolution of disputes. Our tactical interventions prevent and resolve disputes so that they don't escalate, end up in court, or turn violent and cause irreparable damage. Our early intervention helps resolve disputes many times faster.

# Dispute Resolution Systems Design

We work with you to build an Integrated Conflict Management Process focused on early conflict identification and intervention, and where necessary, the effective and economical resolution of disputes. Our objective is to substantially reduce or eliminate your employment or consumer-related litigation expenses and improve working relationships. Moreover, we believe that a Dispute Resolution System can serve as a tool to not only cut expenses but also grow revenues through innovation, customer responsiveness and greater employee engagement.

# Practice Areas & Industries

IDMG is the largest private alternative dispute resolution (ADR) provider in India. With its prestigious panel of neutrals, IDMG specializes in mediating and arbitrating complex, multi-party, business / commercial cases – those in which the choice of neutral is crucial.

AVIATION  
BANKING  
REAL ESTATE  
CYBERSECURITY & PRIVACY  
DISASTER RELIEF  
EMPLOYMENT LAW  
ENERGY & UTILITIES  
ENGINEERING & CONSTRUCTION  
ENGINEERING (MECHANICAL)  
ENTERTAINMENT & SPORTS  
ENVIRONMENTAL LAW  
ESTATE/PROBATE/TRUSTS  
FAMILY LAW  
CAPITAL MARKETS  
FRANCHISE & DISTRIBUTION  
HEALTH CARE  
INSURANCE  
INTELLECTUAL PROPERTY  
INTERNATIONAL  
MARITIME & ADMIRALTY

# What makes us different?

## IDMG is disrupting the way disputes are handled and resolved

The entire generations of Lawyers have been applying the preprogrammed legal method. Identify the legal problem, enter into litigation, and hope to win the case.

Unfortunately this approach has only stacked companies with a whole lot of costly and time consuming litigation.

IDMG champions organizational health. Our practice is unique in that it blends Conflict Management and Dispute Resolution services with traditional Organizational Development initiatives.

### **90% SUCCESS RATE**

We succeed well over 90% of times in all our cases.

### **WE ARE PROACTIVE**

We anticipate, We prevent disputes to occur, and if at all they do, we proactively engage warring parties for settlement without the need of going to a court of Law. We also help clients proactively in using our expert techniques to resolve deadlocked disputes that are already under litigation or are ripe for a court battle.

### **END-TO-END TURNKEY CASE MANAGEMENT TILL CONCLUSION**

We are the only agency that takes up cases on a end-to-end turnkey basis, with a passion and commitment for resolution on time and within defined costs.

### **SUCCESS LINKED FEE**

We produce results, and we are sure about it. That is why our fee always has two components - small basic fee and fee connected with the success of mediation.

### **WE REDUCE CASES UNDER ACTIVE LITIGATION AND PREVENT MANY TO GO UNDER.**

Our interventions bring a massive change in the way organizations and communities resolve disputes - to eventually benefit the organizations bottomline and economies at large. With our intervention, clients see a drastic reduction of cases that were already under litigation.

**Head Office:**

W-122, II Floor,  
Greater Kailash-II  
New Delhi 110048,  
INDIA

**Phones:**

+91 8505999820  
+91 8505999819

**Email:**

[contact@mediationhub.org](mailto:contact@mediationhub.org)

**Website:**

[www.arbitrationhub.org](http://www.arbitrationhub.org)

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