

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

**Next-Generation Case Management for the Nairobi Centre for International Arbitration  
(NCIA): Automating Routine Administrative Workflows for Speed and Efficiency**

---

**Kariuki Muigua**

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

**Table of Contents**

|                                                                                                                                                          |    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| Abstract.....                                                                                                                                            | 3  |
| 1.0 Introduction .....                                                                                                                                   | 3  |
| 2.0 The Need for Effective Case Management for the Nairobi Centre for International Arbitration (NCIA) .....                                             | 5  |
| 3.0 Automating Routine Administrative Workflows for Expeditious and Efficient Case Management for the Nairobi Centre for International Arbitration ..... | 8  |
| 4.0 Conclusion .....                                                                                                                                     | 10 |
| References .....                                                                                                                                         | 11 |

**Next-Generation Case Management for the Nairobi Centre for International Arbitration  
(NCIA): Automating Routine Administrative Workflows for Speed and Efficiency**

**Kariuki Muigua\***

**Abstract**

*This paper critically examines the role of case management in enhancing access to justice through ADR. The paper observes that case management plays a key role in ensuring the efficiency, speed, predictability and appropriateness of ADR processes including arbitration and mediation. Consequently, the paper posits that by strengthening case management, it is possible to achieve expeditious, effective, efficient and appropriate access to justice through ADR. Due to their important role in ADR processes, the paper notes that bolstering case management is necessary for ADR institutions towards promoting effective and expeditious justice. In particular, the paper suggests how the Nairobi Centre for International Arbitration (NCIA) can strengthen its case management practices towards enhancing access to justice through ADR. The paper discusses how NCIA has approached case management and some of the challenges the institution faces in this area. In addition, in order to strengthen case management at NCIA towards enhanced access to justice, the paper suggests how the institution can effectively automate routine administrative workflows for speed and efficiency.*

**1.0 Introduction**

Case management is a fundamental process in justice systems and legal processes. Case management is usually conducted by various stakeholders in legal processes including law firms, courts and Appropriate Dispute Resolution (ADR) institutions. At its core, case management involves the systematic organization, coordination and tracking of legal matters and cases from the moment they are lodged to final resolution<sup>1</sup>. In addition, it has been observed that case management refers to the systems and processes through which law firms and courts organize and manage every step of a case including intake, documentation, communication, deadlines, negotiations, and litigation preparation<sup>2</sup>. Further, case management has been described as a judicial process that fosters effective, efficient and purposeful judicial management of a case toward timely and qualitative disposal of disputes<sup>3</sup>.

---

\* PhD in Law (Nrb), SC, FCI Arb (Chartered Arbitrator), OGW, LL. B (Hons) Nrb, LL.M (Environmental Law) Nrb; Dip. In Law (KSL); FCPS (K); Dip. in Arbitration (UK); MKIM; Mediator; Consultant: Lead expert EIA/EA NEMA; BSI ISO/IEC 27001:2005 ISMS Lead Auditor/ Implementer; ESG Consultant; Advocate of the High Court of Kenya; Professor of Environmental Law and Conflict Management at the University of Nairobi, Faculty of Law; Member of the Permanent Court of Arbitration (PCA) [September, 2026].

<sup>1</sup> What Does Case Management Mean in Legal Terms?., Available at <https://www.practicepanther.com/blog/what-does-case-management-mean-in-legal-terms/> (Accessed on 09/09/2026)

<sup>2</sup> What Does Case Management Mean in Legal Terms?., Available at <https://gainservicing.com/what-does-case-management-mean/> (Accessed on 09/09/2026)

<sup>3</sup> Bhatt. N., 'Case Management- A Modern Concept' Available at <https://cdnbbsr.s3waas.gov.in/s3ca0daec69b5adc880fb464895726dbdf/uploads/2023/01/2023010673.pdf> (Accessed on 09/09/2026)

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

Effective case management plays a key role in enhancing access to justice. For instance, the Judiciary of Kenya acknowledges that case management enhances efficiency and speed in the dispensation of justice<sup>4</sup>. In the context of dispute resolution, case management usually entails identification of disputed issues of fact and law, establishment of procedural timelines for a case, and exploring the possibility of resolution of disputes out of court<sup>5</sup>. Case management allows courts, tribunals and litigants to make the best use of the available judicial and administrative resources including the court's time<sup>6</sup>.

In particular case management is viewed as roadmap that enables stakeholders in justice systems to determine the next steps to take in relation to the issue at hand, meet deadlines, and navigate the complexities of legal processes<sup>7</sup>. In addition, case management is an organization tool that enables stakeholders to effectively categorize and manage legal documents, communication, evidence, and important information<sup>8</sup>. Further, it has been observed that case management is a legal tool and process that boosts efficiency in the dispensation of justice through efficient allocation of resources, automation of routine tasks, ensuring that legal deadlines are met, and tracking progress of all legal matters<sup>9</sup>. If well designed and implemented, case management can strengthen access to justice by ensuring accuracy, efficiency, speed, predictability and consistency throughout the life cycle of legal matters including cases<sup>10</sup>. In addition, it has been observed that by streamlining legal processes, case management frees time for various stakeholders in the legal profession to focus on more complex and demanding legal work<sup>11</sup>. Case management is therefore an important legal process that boosts speed, efficiency, security and accuracy in the dispensation of justice.

This paper critically examines the role of case management in enhancing access to justice through ADR. The paper observes that case management plays a key role in ensuring the efficiency, speed, predictability and appropriateness of ADR processes including arbitration and mediation. Consequently, the paper posits that by strengthening case management, it is possible to achieve expeditious, effective, efficient and appropriate access to justice through ADR. Due to their important role in ADR processes, the paper notes that bolstering case management is necessary

---

<sup>4</sup> Judiciary of Kenya, 'Case Management Practices' Available at <https://supremecourt.judiciary.go.ke/case-management-practices/> (Accessed on 09/09/2026)

<sup>5</sup> Bhatt. N., 'Case Management- A Modern Concept' Op Cit

<sup>6</sup> The Judiciary of Kenya, 'State of the Judiciary and the Administration of Justice: Annual Report 2022/2023' Available at <https://judiciary.go.ke/wp-content/uploads/2023/11/SOJAR-2022-2023-1.pdf> (Accessed on 09/09/2026)

<sup>7</sup> What Does Case Management Mean in Legal Terms?., Op Cit

<sup>8</sup> Ibid

<sup>9</sup> Ibid

<sup>10</sup> Ibid

<sup>11</sup> What Is Legal Case Management?., Available at <https://www.lexisnexis.com/community/insights/legal/counsellink/b/counsellink/posts/what-is-legal-case-management> (Accessed on 11/09/2026)

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

for ADR institutions towards promoting effective and expeditious justice. In particular, the paper suggests how the Nairobi Centre for International Arbitration (NCIA) can strengthen its case management practices towards enhancing access to justice through ADR. The paper discusses how NCIA has approached case management and some of the challenges the institution faces in this area. In addition, in order to strengthen case management at NCIA towards enhanced access to justice, the paper suggests how the institution can effectively automate routine administrative workflows for speed and efficiency.

## **2.0 The Need for Effective Case Management for the Nairobi Centre for International Arbitration (NCIA)**

Case management plays a key role in bolstering access to justice through ADR. For instance, it has been observed that effective case management promotes organization, expeditiousness, efficiency and oversight of ADR processes including negotiation, mediation, conciliation and arbitration<sup>12</sup>. Through appropriate case management, it is possible to assess and analyze the dispute at hand in order to determine the appropriate ADR mechanism that can be utilised in managing the dispute<sup>13</sup>. In addition, case management enables various stakeholders including counsel and ADR institutions to effectively organize documents and evidence, comply with deadlines, communicate with each other, and prepare for hearings<sup>14</sup>.

In particular, effective case management is a key priority for ADR institutions. For instance, it has been observed that features such as flexibility, efficiency, expeditiousness and party autonomy that are associated with ADR processes including mediation and arbitration can only be achieved through effective case management which ensures that all processes conducted appropriately<sup>15</sup>. In the context of arbitration and mediation, case management ensures effective structuring and supervision of arbitral and mediation proceedings to ensure efficiency, fairness, speed and predictability<sup>16</sup>. It has been observed that the key attributes of arbitration and mediation including speed, flexibility, efficiency and cost-effectiveness can be undermined without appropriate case management<sup>17</sup>. The key features ADR including speed, flexibility, efficiency, neutrality and cost-effectiveness do not arise automatically since without adequate planning and management, processes such as mediation and arbitration can become slow, costly and

---

<sup>12</sup> Boulle. L., 'Alternative Dispute Resolution, Case Management and the Rule of Law' Available at <https://www.scribd.com/document/19855589/Laurence-Boulle-Alternative-Dispute-Resolution> (Accessed on 09/09/2026)

<sup>13</sup> Ibid

<sup>14</sup> Ibid

<sup>15</sup> Effective Case Management in International Arbitration., Available at <https://www.acerislaw.com/effective-case-management-in-international-arbitration/> (Accessed on 09/09/2026)

<sup>16</sup> Ibid

<sup>17</sup> Ibid

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

complicated thus undermining access to justice<sup>18</sup>. Case management is therefore key towards upholding the features and benefits of ADR mechanisms since the manner through which ADR processes such as arbitration and mediation are managed and conducted has a direct impact on the time spent, the flexibility of proceedings and the costs incurred by the parties<sup>19</sup>.

In light of the foregoing, ADR institutions including NCIA have a key role to play in implementing effective case management practices in order to enhance access to justice. In particular, due to the important role that arbitration institutions play in ensuring the success of proceedings, sound case management is key in fast-tracking arbitral proceedings including through processing of initial requests for arbitration, answers and counterclaims<sup>20</sup>. Further, effective case management ensures efficiency in arbitration through the use of technology and digital tools for filing pleadings and documents and facilitating communication among the various parties<sup>21</sup>. In addition, through case management, arbitral institutions can ensure efficiency in administrative tasks including organizing meetings and conferences<sup>22</sup>. The general duties of arbitral institutions in case management include managing communications, providing secure platforms for sharing of documents and virtual hearings, ensuring compliance with institutional rules, supervising timelines, handling arbitrator challenges including on grounds of conflicts of interests, and providing for expedited procedures among other applications<sup>23</sup>.

NCIA has made progress towards implementing effective case management. For example, the Centre undertakes appointment of arbitrators and mediators and oversees the filing, registration and conduct of ADR proceedings as stipulated under its *Arbitration Rules*<sup>24</sup> and *Mediation Rules*<sup>25</sup>. It has been observed that institutional rules on ADR ensure effective case management by outlining how proceedings are initiated, how tribunals are formed, and how hearings are conducted<sup>26</sup>. In particular, by adopting NCIA's Arbitration and Mediation Rules, parties can benefit from in-built case management features and practices aimed at fostering privacy, party

---

<sup>18</sup> Case Management Conference in International Arbitration., Available at <https://fortiorlaw.com/news/case-management-conference-in-international-arbitration/> (Accessed on 11/09/2026)

<sup>19</sup> Dispute Resolution in the Middle East: Case Management., Available at <https://www.dlapiperintelligence.com/dispute-resolution-in-the-middle-east/handbook.pdf?stage=08-case-management> (Accessed on 11/09/2026)

<sup>20</sup> Effective Case Management in International Arbitration., Op Cit

<sup>21</sup> Case Management., Available at <https://sccarbitrationinstitute.se/en/case-management/> (Accessed on 09/09/2026)

<sup>22</sup> Effective Case Management in International Arbitration., Op Cit

<sup>23</sup> Ibid

<sup>24</sup> Nairobi Centre for International Arbitration., Arbitration Rules, 2015., Available at [https://ncia.or.ke/wp-content/uploads/2021/02/Final-NCIA-Revised-Rules-2019\\_2.pdf](https://ncia.or.ke/wp-content/uploads/2021/02/Final-NCIA-Revised-Rules-2019_2.pdf) (Accessed on 09/09/2026)

<sup>25</sup> Nairobi Centre for International Arbitration (NCIA)., Mediation Rules, 2015., Available at [https://ncia.or.ke/wp-content/uploads/2021/02/mediation\\_rules\\_2016.pdf](https://ncia.or.ke/wp-content/uploads/2021/02/mediation_rules_2016.pdf) (Accessed on 09/09/2026)

<sup>26</sup> Effective Case Management in International Arbitration., Op Cit

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

autonomy, independent and impartial access to justice through ADR<sup>27</sup>. These Rules allow NCIA to provide independent institutional support through case management towards effective, expeditious, fair and efficient dispute resolution through mechanisms such as arbitration, mediation, conciliation and adjudication. In addition, in order to promote effective case management in arbitration, NCIA assigns a dedicated case counsel to arbitration proceedings whose role is to ensure that parties comply with procedural timelines and directions, and assist tribunals with document collation<sup>28</sup>. NCIA has also adopted an e-filing portal that seeks to ensure efficiency and expeditiousness of service delivery at the Centre<sup>29</sup>. The case management practices adopted by NCIA have enabled the Centre to enhance the efficiency, speed and effectiveness of administrative tasks such as processing of requests for arbitration; appointment of arbitrators and mediators; exchange of case pleadings, documents and submissions; handling of challenges by parties on the appointment of arbitrators; conduct of arbitration and mediation proceedings at the Centre's facilities; and other services pertaining the facilitation of ADR services by the Centre<sup>30</sup>.

Despite the role of case management in ensuring efficiency, expeditiousness and cost-effectiveness of ADR processes, institutions face several challenges in ensuring effective case management. For example, it has been observed that international arbitration which has been renowned for many years for its speed, flexibility, efficiency and cost-effectiveness, has now become a slow, expensive, and less efficient process<sup>31</sup>. This has been attributed to several factors including ineffective case management practices by arbitral institutions<sup>32</sup>. In particular, it has been observed that failure to effectively integrate technology into case management practices can undermine the efficiency, accessibility and speed of ADR services<sup>33</sup>. It has been argued that in an era characterized by the emergence and wide application of technology and digital tools, dispute resolution processes and services need to evolve in order to keep pace with technological progress and the increasing digitization of data, information, products and services<sup>34</sup>.

---

<sup>27</sup> Nairobi Centre for International Arbitration., Arbitration Rules, 2015., & Nairobi Centre for International Arbitration (NCIA)., Mediation Rules, 2015

<sup>28</sup> Nairobi Centre for International Arbitration., 'About Us' Available at <https://ncia.or.ke/about-us/> (Accessed on 09/09/2026)

<sup>29</sup> Nairobi Centre for International Arbitration., Available at <https://ncia.ecitizen.go.ke/> (Accessed on 09/09/2026)

<sup>30</sup> Nairobi Centre for International Arbitration., 'Annual Casework Report 2022/2023' Available at <https://ncia.or.ke/wp-content/uploads/2024/03/2023-Annual-Casework-Report.pdf> (Accessed on 09/09/2026)

<sup>31</sup> Case Management in Arbitration: A View from Poland., Available at <https://legalblogs.wolterskluwer.com/arbitration-blog/case-management-in-arbitration-a-view-from-poland/> (Accessed on 11/09/2026)

<sup>32</sup> Ibid

<sup>33</sup> Effective Case Management in International Arbitration., Op Cit

<sup>34</sup> Protocol for Online Case Management in International Arbitration., Available at <https://marketing.hsfrkramer.com/20/21553/landing-pages/platforms-protocol---wg-on-legaltech-in-arbitration---november-2020.pdf> (Accessed on 11/09/2026)

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

In addition, since users of ADR processes such as international arbitration and mediation are increasingly globalised, located in different jurisdictions and reliant upon digital technologies as a means of effective and efficient communication, transitioning to technology and digital tools can enable institutions to promote access to justice in a digital world<sup>35</sup>. Further, in the global quest for environmental sustainability, embracing online services and practices in ADR is a fundamental goal towards reducing the carbon footprint associated with printing voluminous documents and travelling in the context of international arbitration and mediation<sup>36</sup>. Due to the environmental impacts of ADR processes such as arbitration and mediation, there have been calls to green ADR services with emphasis on the adoption of technology and digital tools that minimize the need for physical processes and documents<sup>37</sup>. Embracing modern technologies and digital tools is therefore necessary towards efficiency, speed, cost-effectiveness, accessibility and sustainability in the practice of ADR in the current era. Consequently, there is need to redesign case management at NCIA and other ADR institutions including through integrating technology into administrative tasks for speed, efficiency, accessibility and sustainability.

### **3.0 Automating Routine Administrative Workflows for Expeditious and Efficient Case Management for the Nairobi Centre for International Arbitration**

In light of their vital role in promoting access to justice, there is need to strengthen case management at ADR institutions for greater efficiency, speed and effectiveness. In particular, the emergence of technology and digital tools such as Artificial Intelligence (AI) provides solutions that can unlock next-generation case management for the NCIA and other ADR institutions. For example, it has been observed that technology is improving case management in legal processes through tools that enable online filing of pleadings and documents, online communications, tracking of legal matters, cloud storage for sensitive data and information, and the use of online legal proceedings including court cases and arbitration and mediation proceedings<sup>38</sup>. AI and other digital tools are being harnessed to improve case management in law including through analyzing, summarizing and categorizing documents, information and evidence<sup>39</sup>; automating workflows in law firms, courts and institutions<sup>40</sup>; improving client communication through tools that handle initial client screening and schedule consultations<sup>41</sup>; and predicting legal outcomes

---

<sup>35</sup> Ibid

<sup>36</sup> Ibid

<sup>37</sup> Muigua. K., 'Green Arbitration: Aligning Arbitration with Sustainable Development.' Available at <http://kmco.co.ke/wp-content/uploads/2023/04/Green-Arbitration-Aligning-Arbitration-with-Sustainable-Development-Kariuki-Muigua-April-2023.pdf> (Accessed on 11/09/2026)

<sup>38</sup> Ochungu. J.A., & Muna. W., 'Technology Adoption and Case Management in the Milimani Law Courts in Nairobi City County, Kenya' Available at <https://mail.reviewedjournals.com/index.php/RJSSH/article/view/493> (Accessed on 10/09/2026)

<sup>39</sup> Gaining an Advantage in Litigation: Using AI for Case Management., Available at <https://www.artificiallawyer.com/2025/03/19/gaining-an-advantage-in-litigation-using-ai-for-case-management/> (Accessed on 12/10/2026)

<sup>40</sup> Ibid

<sup>41</sup> Ibid

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

thus enabling effective litigation and ADR strategies<sup>42</sup>. The Judiciary of Kenya acknowledges that technology has improved case management in the country through solutions such as e-filing systems, digitization of court records and processes, online case tracking systems, and virtual courts<sup>43</sup>.

In particular, technology and AI can strengthen case management at ADR institutions. For instance, technology and AI provide tools that can streamline and automate administrative tasks, provide for digital filing of pleadings and documents, enhance communication between institutions and parties, and broaden access to justice through online platforms<sup>44</sup>. It has been observed that AI tools can automate administrative workflows including through processing requests from parties, tracking progress of ADR proceedings, triggering deadline alerts, providing secure online repositories for documents and information and scrutinizing arbitral awards<sup>45</sup>. If well harnessed, technology and AI can improve case management for ADR institutions since these tools can be used to automate scheduling of processes, organize documents and evidence, send reminders to the parties on key dates including hearings, and manage deadlines<sup>46</sup>.

It is therefore important for NCIA to embrace technology and AI for effective case management including through automating routine administrative workflows for speed and efficiency. The Centre acknowledges that technology and AI are vital towards strengthening its case management services and enhancing the efficiency, security, and responsiveness of ADR processes including arbitration and mediation<sup>47</sup>. By transitioning its administrative functions to digital platforms, NCIA can improve the speed, accessibility, reliability and efficiency of access to justice through technology-enabled service delivery<sup>48</sup>. It is therefore necessary for NCIA to invest in technology and AI towards improving its case management practices for enhanced

---

<sup>42</sup> Ibid

<sup>43</sup> Judiciary of Kenya, 'Leveraging on Information and Communication Technology (ICT) to Promote Access to Justice' Available at <https://judiciary.go.ke/leveraging-on-information-and-communication-technology-ict-to-promote-access-to-justice/> (Accessed on 10/09/2026)

<sup>44</sup> American Bar Association, 'The Benefits of Using Integrated Case Management Software in Mediation and Arbitration Practices' Available at [https://www.americanbar.org/groups/dispute\\_resolution/resources/just-resolutions/2024-december/benefits-using-integrated-case-management-software-mediation-arbitration-practices/](https://www.americanbar.org/groups/dispute_resolution/resources/just-resolutions/2024-december/benefits-using-integrated-case-management-software-mediation-arbitration-practices/) (Accessed on 10/09/2026)

<sup>45</sup> Yildirim. A.C., 'The use of technology in case management in international investment arbitration: a realistic approach' Available at <https://academic.oup.com/arbitration/article-abstract/40/2/233/7629016?redirectedFrom=fulltext> (Accessed on 10/09/2026)

<sup>46</sup> Keeping up with the machines: how arbitral institutions are responding to AI (Part 1), Available at <https://www.traverssmith.com/knowledge/knowledge-container/keeping-up-with-the-machines-how-arbitral-institutions-are-responding-to-ai-part-1/> (Accessed on 12/09/2026)

<sup>47</sup> Nairobi Centre for International Arbitration, 'AI in Arbitration: What's New, What's Next' Available at <https://ncia.or.ke/ai-in-arbitrationwhats-newwhats-next/> (Accessed on 10/09/2026)

<sup>48</sup> Ibid

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

service delivery. Providing institutional guidance including through updating its Arbitration and Mediation Rules to embrace the use of modern technologies such as AI is also key in order to enable the Centre and users of its ADR services to harness technology and AI in a safe, ethical, appropriate and effective manner. However, while integrating technology and AI in case management, there is need for NCIA and other ADR institutions to ensure human responsibility, oversight and verification of decisions for justice, human rights and fairness<sup>49</sup>. It has been observed that whereas technology and AI provides solutions that enhance access to justice through ADR, the integrity and sanctity of processes such as arbitration should be maintained by avoiding over-delegation of duties to AI<sup>50</sup>. It is therefore necessary for NCIA and other ADR institutions to utilise AI and other technologies as supportive tools to improve case management including through automating routine administrative workflows for speed and efficiency rather than replacing core administrative duties that are key in ensuring integrity, fairness and justice in ADR.

#### **4.0 Conclusion**

Effective case management is key towards enhancing access to justice through ADR. With technology and AI providing tools and solutions that can improve case management, it is imperative for NCIA and other ADR institutions to embrace their applications including through automating routine administrative workflows for speed, accessibility and efficiency. However, technology and AI should not replace the core administrative functions of ADR institutions<sup>51</sup>. Rather, technology and AI should be utilised as supportive tools to improve case management for speed and efficiency in ADR in order to maintain the integrity of arbitration and other ADR processes for justice, fairness, transparency and equity in dispute resolution.

---

<sup>49</sup> AI in Arbitration: Institutional Guidance and Emerging Developments., Available at <https://www.scl.org/ai-in-arbitration-institutional-guidance-and-emerging-developments/> (Accessed on 10/09/2026)

<sup>50</sup> Keeping up with the machines: how arbitral institutions are responding to AI (Part 1)., Op Cit

<sup>51</sup> Keeping up with the machines: how arbitral institutions are responding to AI (Part 1)., Op Cit

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

**References**

AI in Arbitration: Institutional Guidance and Emerging Developments., Available at <https://www.scl.org/ai-in-arbitration-institutional-guidance-and-emerging-developments/>

American Bar Association., 'The Benefits of Using Integrated Case Management Software in Mediation and Arbitration Practices' Available at [https://www.americanbar.org/groups/dispute\\_resolution/resources/just-resolutions/2024-december/benefits-using-integrated-case-management-software-mediation-arbitration-practices/](https://www.americanbar.org/groups/dispute_resolution/resources/just-resolutions/2024-december/benefits-using-integrated-case-management-software-mediation-arbitration-practices/)

Bhatt. N., 'Case Management- A Modern Concept' Available at <https://cdnbbsr.s3waas.gov.in/s3ca0daec69b5adc880fb464895726dbdf/uploads/2023/01/2023010673.pdf>

Boulle. L., 'Alternative Dispute Resolution, Case Management and the Rule of Law' Available at <https://www.scribd.com/document/19855589/Laurence-Boulle-Alternative-Dispute-Resolution>

Case Management Conference in International Arbitration., Available at <https://fortiorlaw.com/news/case-management-conference-in-international-arbitration/>

Case Management in Arbitration: A View from Poland., Available at <https://legalblogs.wolterskluwer.com/arbitration-blog/case-management-in-arbitration-a-view-from-poland/>

Case Management., Available at <https://sccarbitrationinstitute.se/en/case-management/>

Dispute Resolution in the Middle East: Case Management., Available at <https://www.dlapiperintelligence.com/dispute-resolution-in-the-middle-east/handbook.pdf?stage=08-case-management>

Effective Case Management in International Arbitration., Available at <https://www.acerislaw.com/effective-case-management-in-international-arbitration/>

Gaining an Advantage in Litigation: Using AI for Case Management., Available at <https://www.artificiallawyer.com/2025/03/19/gaining-an-advantage-in-litigation-using-ai-for-case-management/>

Judiciary of Kenya., 'Case Management Practices' Available at <https://supremecourt.judiciary.go.ke/case-management-practices/>

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

Judiciary of Kenya., 'Leveraging on Information and Communication Technology (ICT) to Promote Access to Justice' Available at <https://judiciary.go.ke/leveraging-on-information-and-communication-technology-ict-to-promote-access-to-justice/>

Keeping up with the machines: how arbitral institutions are responding to AI (Part 1)., Available at <https://www.traverssmith.com/knowledge/knowledge-container/keeping-up-with-the-machines-how-arbitral-institutions-are-responding-to-ai-part-1/>

Muigua. K., 'Green Arbitration: Aligning Arbitration with Sustainable Development.' Available at <http://kmco.co.ke/wp-content/uploads/2023/04/Green-Arbitration-Aligning-Arbitration-with-Sustainable-Development-Kariuki-Muigua-April-2023.pdf>

Nairobi Centre for International Arbitration (NCIA)., Mediation Rules, 2015., Available at [https://ncia.or.ke/wp-content/uploads/2021/02/mediation\\_rules\\_2016.pdf](https://ncia.or.ke/wp-content/uploads/2021/02/mediation_rules_2016.pdf)

Nairobi Centre for International Arbitration., 'About Us' Available at <https://ncia.or.ke/about-us/>

Nairobi Centre for International Arbitration., 'AI in Arbitration: What's New, What's Next' Available at <https://ncia.or.ke/ai-in-arbitrationwhats-newwhats-next/>

Nairobi Centre for International Arbitration., 'Annual Casework Report 2022/2023' Available at <https://ncia.or.ke/wp-content/uploads/2024/03/2023-Annual-Casework-Report.pdf>

Nairobi Centre for International Arbitration., Arbitration Rules, 2015., Available at [https://ncia.or.ke/wp-content/uploads/2021/02/Final-NCIA-Revised-Rules-2019\\_2.pdf](https://ncia.or.ke/wp-content/uploads/2021/02/Final-NCIA-Revised-Rules-2019_2.pdf)

Nairobi Centre for International Arbitration., Available at <https://ncia.ecitizen.go.ke/>

Ochungu. J.A., & Muna. W., 'Technology Adoption and Case Management in the Milimani Law Courts in Nairobi City County, Kenya' Available at <https://mail.reviewedjournals.com/index.php/RJSSH/article/view/493>

Protocol for Online Case Management in International Arbitration., Available at <https://marketing.hsfkramer.com/20/21553/landing-pages/platforms-protocol---wg-on-legaltech-in-arbitration---november-2020.pdf>

The Judiciary of Kenya., 'State of the Judiciary and the Administration of Justice: Annual Report 2022/2023' Available at <https://judiciary.go.ke/wp-content/uploads/2023/11/SOJAR-2022-2023-1.pdf>

What Does Case Management Mean in Legal Terms?., Available at <https://www.practicepanther.com/blog/what-does-case-management-mean-in-legal-terms/>

*Next-Generation Case Management for the Nairobi Centre for International Arbitration (NCIA):  
Automating Routine Administrative Workflows for Speed and Efficiency*

What Does Case Management Mean in Legal Terms?., Available at <https://gainservicing.com/what-does-case-management-mean/>

What Is Legal Case Management?., Available at <https://www.lexisnexis.com/community/insights/legal/counsellink/b/counsellink/posts/what-is-legal-case-management>

Yildirim. A.C., 'The use of technology in case management in international investment arbitration: a realistic approach' Available at <https://academic.oup.com/arbitration/article-abstract/40/2/233/7629016?redirectedFrom=fulltext>