

JAMS unveils online case management portal

JAMS this week launched an encrypted online case management platform that will allow attorneys and neutrals to access case information from anywhere at anytime.

“We like to think of ourselves as leaders in lots of different ways,” JAMS President and CEO Christopher K. Poole said. “It’s consistent with our historical focus to be the leader in terms of client service, so we just want our clients to have all the tools they need and sort of take the administrative hassle out of things so they can focus on solving their issues.”

The secure platform called JAMS Access is available to attorneys free of charge. Featuring encryption and multiple layers of security, the platform aims to streamline the filing and service of documents, while facilitating communication between parties.

JAMS started developing the platform a couple of years ago, according to Poole, because it wanted to pro-

vide clients with a more secure way of sending confidential documents and the ability to access everything they need in a modern web-enabled way.

“Obviously it was designed and mostly developed pre-pandemic, but it’s turned out to be the perfect thing to be introducing when all work is done remote because, of course, it doesn’t matter where our clients are, it doesn’t really matter where employees are, they can all access the same information over the web,” he said.

JAMS Access allows users to file all case documents in a central repository, access documents from any internet-enabled device, send email notifications regarding case activity, view and pay invoices, export documents, access case calendars and communicate with JAMS neutrals, attorneys, parties and case managers using an integrated message board.

— **Kamila Knautt**