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## **Singapore International Arbitration Centre (SIAC) unveils online arbitration case management system**

*SIAC Gateway delivers a streamlined, cloud-based platform that simplifies case management for legal practitioners, arbitrators, and industry professionals*

Singapore – 26 August 2024 – The Singapore International Arbitration Centre (SIAC) today announced the launch of SIAC Gateway, an online case management system that offers a range of advanced capabilities designed to streamline the arbitration case management from filing to the final award. The cloud-based system simplifies and enhances the arbitration process by offering advanced features such as electronic filing and payment, secure document storage, and real-time case management.

Powered by Opus 2, SIAC Gateway is an advancement in arbitration, providing parties with a secure, accessible, and efficient tool to more easily and efficiently manage their cases.

“We are excited to introduce SIAC Gateway, a platform that embodies SIAC’s commitment to excellence and innovation in arbitration,” said Gloria Lim, CEO at SIAC. “The SIAC Gateway is a significant step forward in modernising the arbitration process, providing our users with a secure, accessible, and efficient tool to manage their cases.”

Key features of SIAC Gateway include:

### **Intuitive functionality**

SIAC Gateway provides user-friendly features centralised in a secure online portal, enabling parties and arbitrators to easily manage their cases.

### **Enhanced efficiency**

The platform’s electronic filing and payment, and document management capabilities reduce administrative overhead and accelerates services, resulting in time and cost savings for users.

### **Accessibility and convenience**

Available 24/7, SIAC Gateway ensures that users can access case information and documents whenever and wherever they are.

### **Security and confidentiality**

With advanced security protocols, SIAC Gateway continues to prioritise the confidentiality and integrity of all arbitration-related communications and documents.

In developing SIAC Gateway, SIAC partnered with [Opus 2](#) to tailor the system to the specific needs of SIAC's reputation for fast, precise and cost-effective case management. Opus 2 is the leading provider of legal case management software and hearings solutions that improve outcomes in thousands of dispute resolution proceedings worldwide. This collaboration focused on empowering users with tools for self-management of cases, providing transparency throughout the arbitration lifecycle, and ensuring continuous evolution based on user feedback.

"As we advanced through the development stages of SIAC Gateway, the goals of the project were extremely motivating," said Charlie Harrel, Chief Operating Officer at Opus 2. "And the team has delivered—empowering users with tools for self-management of cases and providing clear visibility into case proceedings throughout the arbitration lifecycle while ensuring the system continually evolves based on user feedback."

For more information about SIAC's suite of arbitral-related services, visit: <https://siac.org.sg/services>

### **About SIAC**

Established in 1991, the Singapore International Arbitration Centre (SIAC) is a leading global arbitral institution with headquarters in Singapore and offices in China, India, South Korea and the USA. Voted first in the Asia-Pacific and the second most preferred arbitral institution in the world in the 2021 Queen Mary University of London and White & Case International Arbitration Survey, SIAC is led by an international Board and Court comprising the world's top arbitration experts, supported by SIAC's multi-lingual, multi-national Secretariat whose lawyers are qualified in both civil law and common law jurisdictions. SIAC has handled arbitration cases from more than 100 jurisdictions, with a consistently strong record for enforcement of arbitration awards in New York Convention countries.

### **About Opus 2**

For more than 15 years, Opus 2 has developed award-winning solutions trusted by the most successful law firms. Used in thousands of proceedings around the world, Opus 2 transforms how lawyers and other legal professionals work by eliminating inefficiencies and connecting them with the collaborative software they need to work smarter and more effectively together. The company also delivers the essential technology and expertise needed to conduct resolution proceedings in the most modern, seamless, and secure way possible.

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