



# Case Ambassador Program

## Features

## Overview

Attorneys and their clients can benefit from a creative approach to mediating disputes with layers of issues. With ADR Systems' Case Ambassador Program, parties work with an experienced mediator — who acts as a case ambassador — before the mediation to resolve behind-the-scenes issues that could impact the success of the mediation.

Multiparty construction, mass-tort, insurance coverage, subrogation, trusts & estates and many other types of cases have benefited from using a mediator to help resolve some of the issues before the actual day of mediation.

---

The program has successfully addressed the following pre-mediation issues:

- Divergent perspectives on value, distribution of liability, etc.
- Situations involving multiple carriers or insurers
- Disagreements about coverage
- Negotiation stalemates because of delay tactics
- Debates about offers/demands before the mediation
- Presumptions among parties that they are too far apart to settle
- Any other issues or obstacles that may prevent parties from moving forward with mediation

Case ambassadors may engage with parties before the mediation in a variety of ways:

- Private calls to counsel
- Evaluative discussions regarding coverage and insurance claims
- Defense-only conferences before mediation with all parties
- Custom mediation process design with case manager
- Guided discovery

ADR Systems of America, LLC.  
20 N Clark Street  
Floor 29  
Chicago IL, 60602

p: 312.960.2260  
t: 1.800.423.7010  
f: 312.960.2268  
info@adrsystems.com



# Case Ambassador Program

## Benefits

### Cost-effective Program

There is no extra charge for these services. Under this program, consulting, planning and scheduling are all handled by the case manager at no cost; parties only pay the regular hourly rate for the mediator's time.

### Custom Design

The Case Ambassador Program is designed to fit your needs; however, timing is crucial for parties to gain the most from this process. Counsel should contact ADR Systems early. Case ambassadors need ample time to understand the dynamics of the case, help develop the best processes to address issues and ready the case for success at mediation.

### Efficient Process

Not only do you receive the services of a highly skilled mediator functioning as a case ambassador, but you also receive the services of an experienced case manager at ADR Systems. Your case manager will consult with you and the other parties regarding all aspects of your dispute and coordinate the specific design of the program. This combined effort creates efficiencies and momentum to move the case forward, minimizing the demand on your time.

### Experienced Neutrals

Senior mediators at ADR Systems with decades of experience as litigators, judges and neutrals serve as case ambassadors. A case manager will help you select the most appropriate mediator to serve as your case ambassador based on the needs of each case.