



Ready to transform arbitration with AI?

You can with AI



KPMG's Generative AI-powered Dispute Resolution Agent empowers commissioners to deliver faster, more equitable decisions by leveraging real-time speech-to-text transcription, intelligent case matching, and deep insights drawn from historical rulings.

Transforming voice into verdicts, KPMG's Generative AI Agent delivers live transcription and precedent-based insights for faster, smarter dispute resolution.

You can cut resolution time and boost consistency with AI-powered case analysis and automated precedent retrieval.

KPMG delivered a Proof-of-Concept Generative AI-powered Dispute Resolution Agent, designed to support commissioners in arbitration decision-making through data-driven insights and process automation.

The solution was capable of analysing historical dispute cases to assist commissioners in assessing new cases with greater consistency and efficiency. A user-friendly interface enabled commissioners to access relevant precedent cases and their outcomes, facilitating informed and standardised judgements. The AI Agent incorporated speech-to-text functionality, allowing voice recordings from live arbitration sessions to be transcribed and analysed in real-time. This input was intelligently compared against prior cases to generate insights and suggest likely outcomes based on historical patterns. By embedding advanced natural language processing and case retrieval capabilities, the solution streamlined the traditionally time-intensive process of manually reviewing past disputes, ultimately enhancing arbitration accuracy, reducing resolution time, and promoting consistency in decision-making.

The Challenge

The client aimed to enhance their existing arbitration process through leveraging ai to enhance efficiency and resolution time.

The Opportunity

KPMG conducted a comprehensive assessment of the client's existing infrastructure and manual arbitration workflows to identify high-impact opportunities for AI integration. The objective was to enhance decision support, standardisation, and efficiency in the dispute resolution process.

A fit-for-purpose solution architecture was designed to meet both technical and functional requirements, leveraging the client's existing Microsoft Azure environment. The solution included a custom-built user interface developed in Flask, seamlessly integrated with Azure AI Foundry Prompt Flows via REST APIs.

The Prompt Flows leveraged **Retrieval-Augmented Generation (RAG)** powered by **Azure AI Search**, with dynamic indexing pipelines ingesting and updating historical arbitration case data on a regular basis.

The user interface enabled commissioners to interact with the Generative AI Agent through a conversational Q&A format, allowing them to explore case-specific insights, reference similar past outcomes, and upload audio recordings for real-time **speech-to-text transcription**. This voice data was then analysed and compared against historical cases to support consistent, precedent-informed arbitration outcomes.

The Outcome

Provided commissioners with data-backed insights by referencing outcomes of similar historical cases. Enabled more standardised and objective arbitration decisions, reducing bias and variability

Significantly reduced the time required to manually search through past case files. Streamlined the case evaluation process by automating case comparisons and surfacing relevant precedents

This AI solution showcased the technical feasibility of the usage of AI and Automation in their current processes.

KPMG's Generative AI-powered Dispute Resolution Agent showcases the future of arbitration where intelligent automation, precedent-driven insights, and real-time data converge to deliver faster, fairer, and more consistent outcomes.

You can with AI. You can with KPMG.

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