Webinar: A Recent Case Study of How AI improves Contract Analysis

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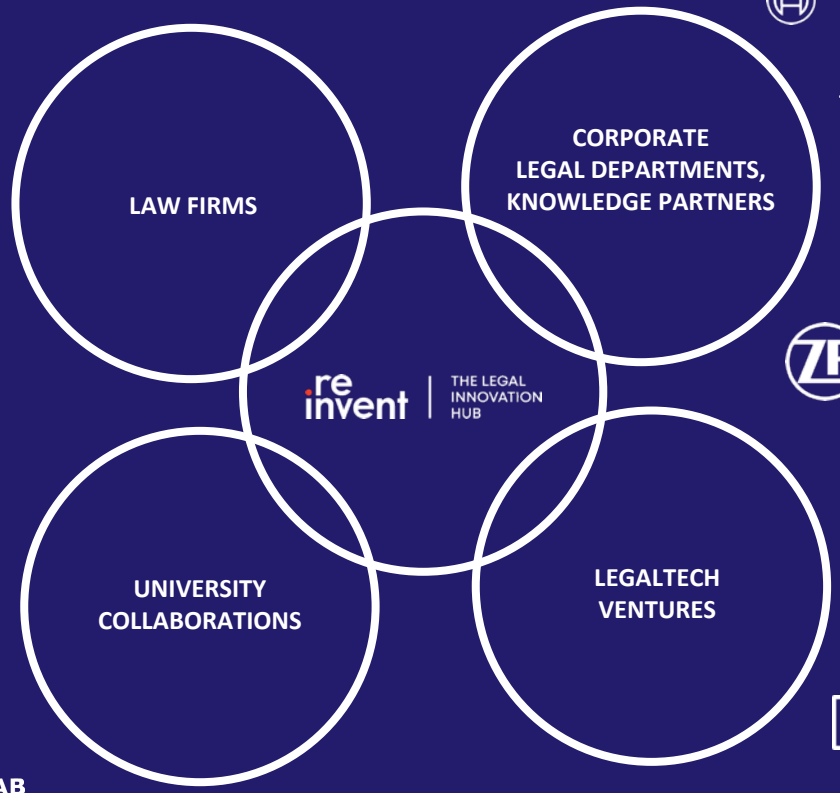

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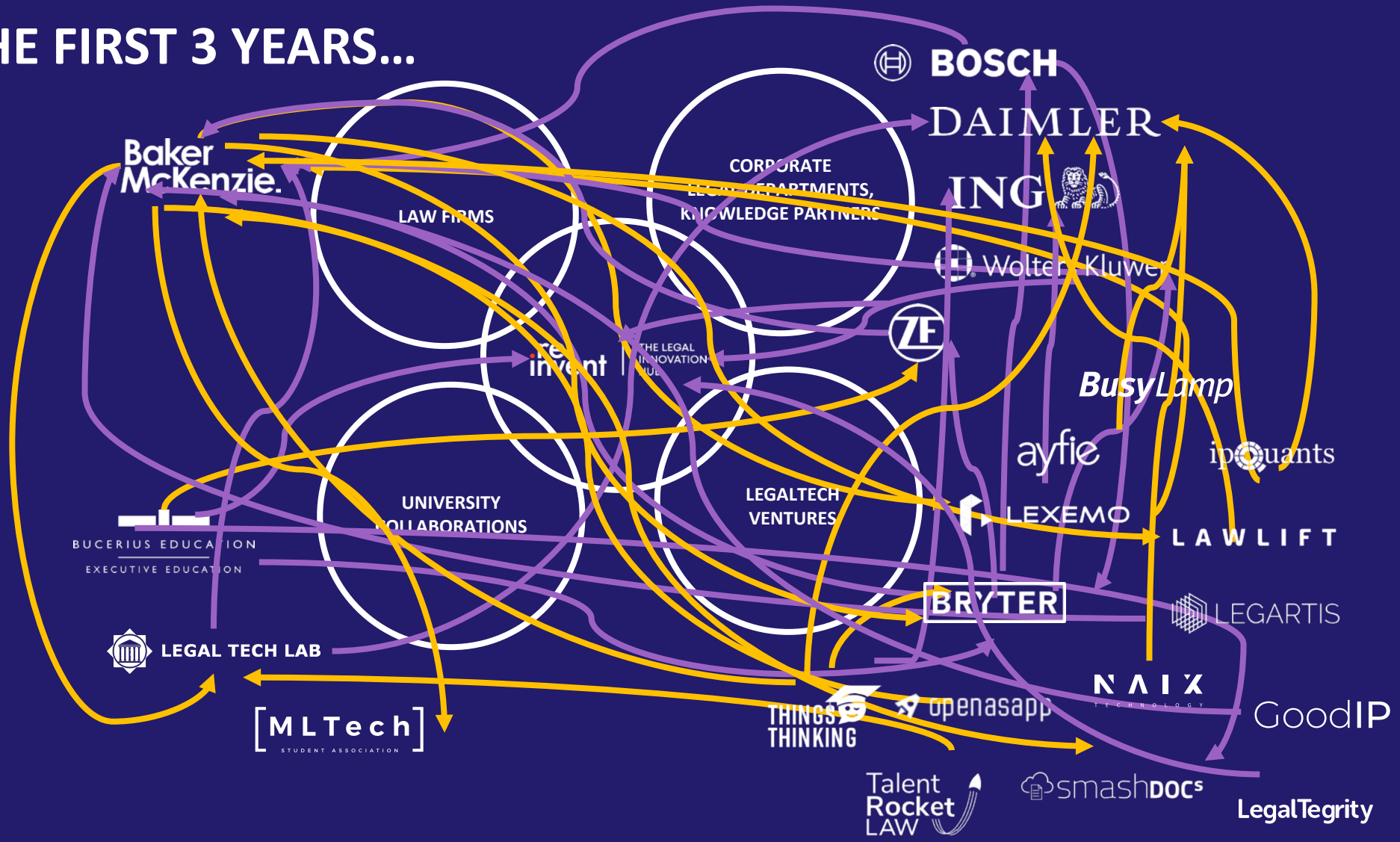
AFTER THE FIRST 3 YEARS...



Panel Speakers

Nigel Foster
Programme Director

Capita

David Wineman
Product Manager

Baker McKenzie.

Adam Nguyen
Co-Founder

eBREVIA
A DFIN Company

Machine Learning & Natural Language Processing

eBREVIA
A DFIN Company

Machine learning & natural language processing, fully functional

Legal concepts extracted regardless of specific words used & location in documents

Powerful self-training platform leverages eBrevia's adaptable & scalable "brain"

Multi-format exports & multi-system integration using APIs

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Representative Clients

Capita

Digitisation of Contract Review with AI

Capita plc

At a Glance

Founded: 1984

Industry: Business Process Outsourcing

Publicly traded: London Stock Exchange since 1991

Company Structure and Size:

- Headquartered in the UK
- Business mainly across the UK, but also trading in India, Poland, Ireland, US, Germany, South Africa
- 63,000 Employees
- Annual Revenue (2019): $3.679 Billion

Capita

The Challenge

Copy the entirety of the company's commercial contracts into the one SharePoint as Capita moves from the historic federated model to a new "One Capita" model.

Project Atlas

Goal

The “One Capita” Model, introduced by the company’s new CEO, has generated the need to centralise all Capita’s live commercial contracts in the one SharePoint repository, Division by Division.

Main challenges:

- Six divisions: Software, People Solutions, Customer Management, Government Services, Technology Solutions, Specialist Services
- A major period of acquisition in recent years has resulted in disparate processes for storing executed contracts.
- Due to the variety of locations where contracts have historically been stored, any interrogation of the many thousands of contracts for data entails diverting trained commercial resource to achieve the task manually.

Capita

The Solution

Rapid scanning of legal contracts with AI-powered contract analytics solution as a key part of the process: eBrevia.

Decision-making

Selection Process

Finding the right solution to meet the goals and gaining internal support.

Core activities:

- Evaluating several providers to find the best solution that offered good functionality coupled with an acceptable cost model
- Building the case, demonstrating value, and gaining internal support for replacing manual processes in which suitably qualified individuals would have to read the contracts themselves.

Capita

Implementation

After selecting eBrevia, it took a short while for the company to find projects that could harness the power of the tool to bring genuine business benefit.

Onboarding

Change management

Leveraging early adopters, training, and establishing new practices.

Core activities to creating the centralised Library in SharePoint:

- Understanding the current working practices of the main stakeholders
- Acknowledging where they had misgivings and the underlying reasons
- Adopting a route of “divide and conquer”: conducting dozens of online coaching sessions to smaller groups, to allow the enthusiasm to percolate around the peer group
- Being quick to respond to queries; being genuine with the answers supplied

Capita

The Impact

We estimate that by automating the key elements of Project Atlas, Capita has saved approx. £228,800 in labour costs (4,260 hours).

Results

Success Metrics

Without the robust savings in labour hours, there simply would not have been the funding for this level of resource, so “Project Atlas” would not have started.

Impact to date:

- Capita’s **first centralised library of live contracts** for Group Commercial in SharePoint (also some continued usage by Group Procurement and Group Legal)
- **Number of documents processed:** Since April 2020: 35,000+. By 31st March 2021 forecast to be a total of circa 41,000
- **Additional metrics:** 5 Divisions now “live” users of the new Library; 1 Division 80% complete and will go live by end of March 2021

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eBREVIA Tracking Dashboard

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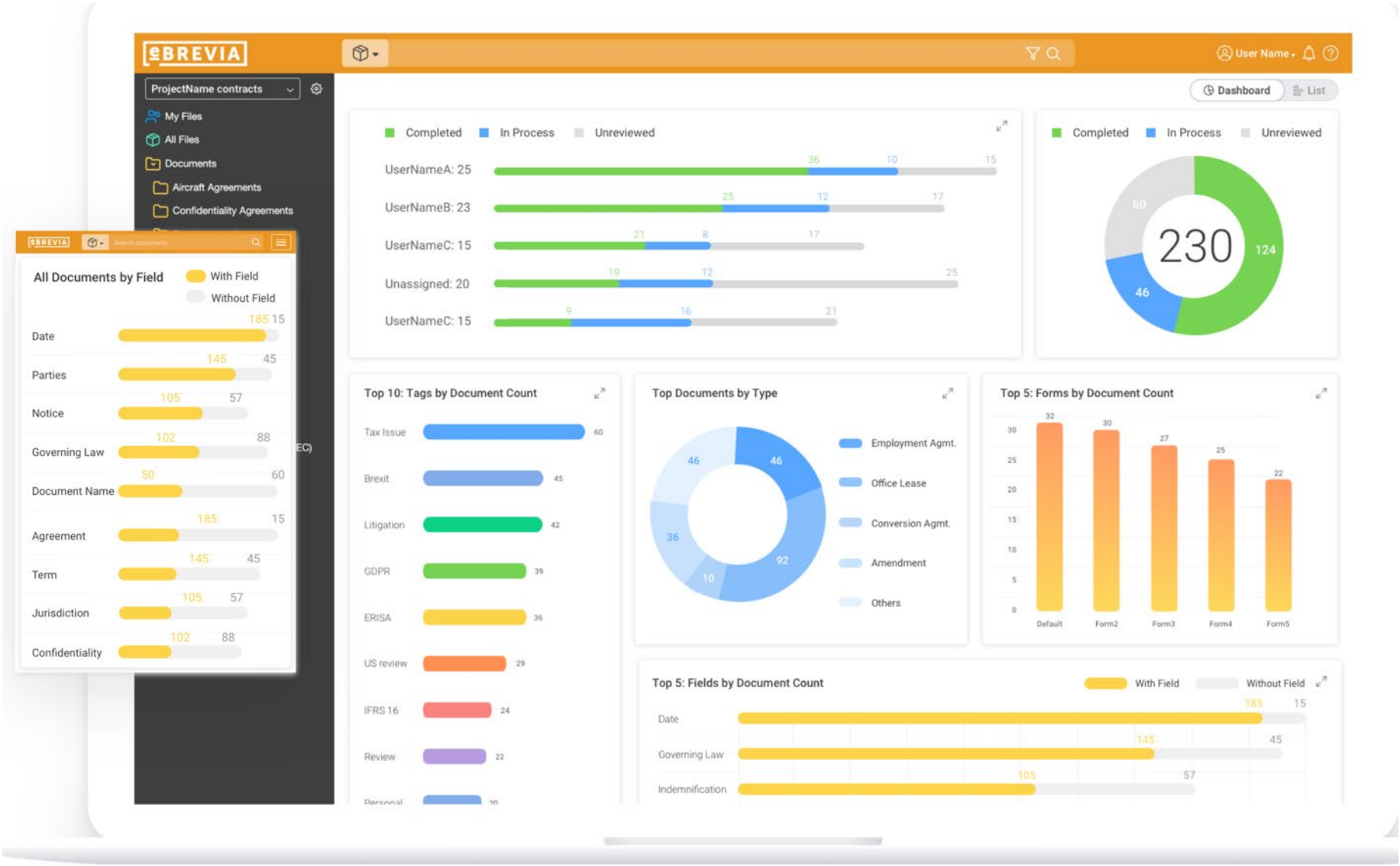

eBREVIA Analysis

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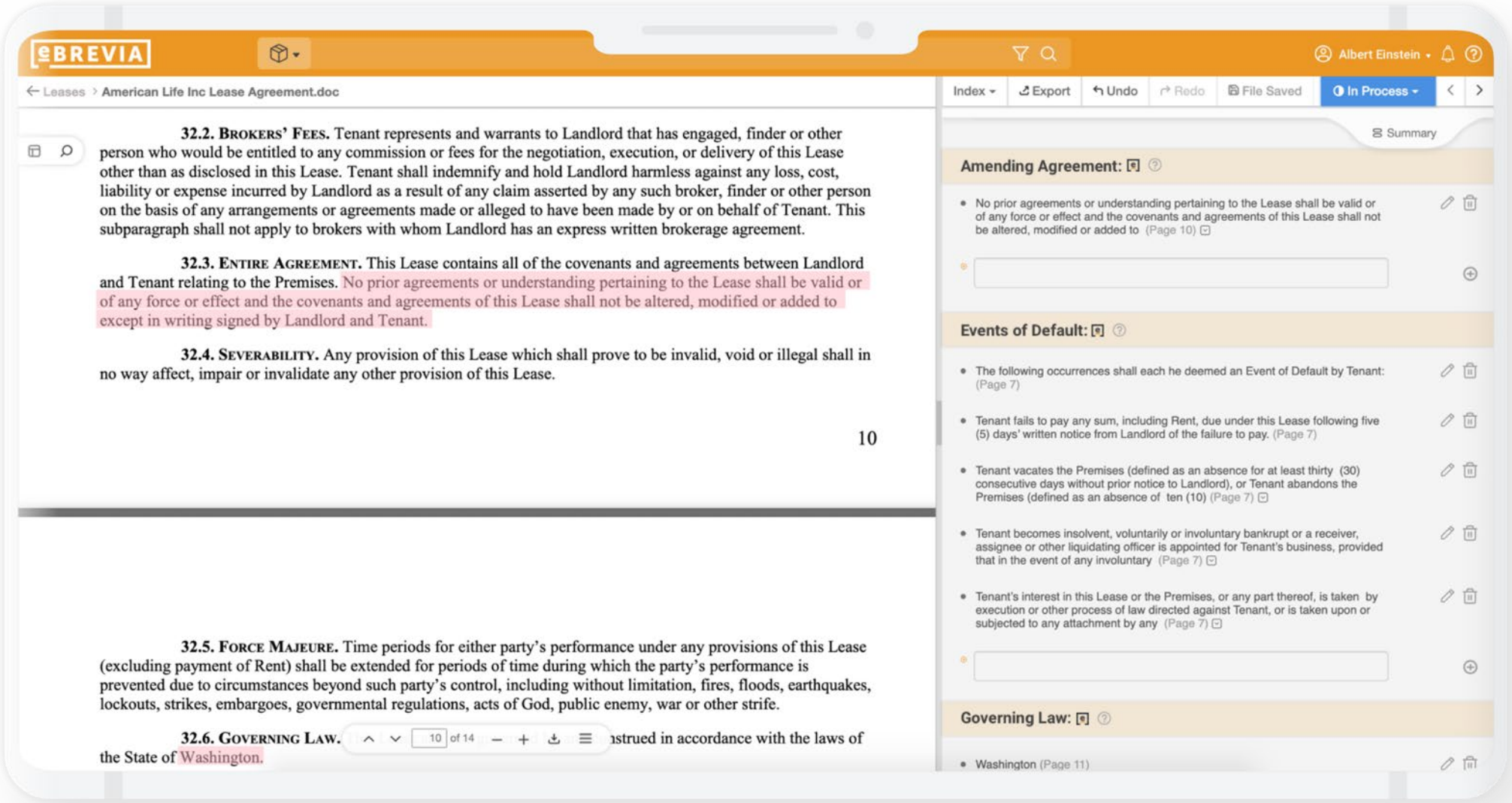

The Surprises

I had not expected the AI to have become so accurate, once properly trained.

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Accuracy

Exceeded expectations

As Capita users increased their use of eBrevia and trained the AI, the accuracy surpassed expectations.

Favourite features:

- The speed of OCR and Analysis.
- The accuracy of the AI, once properly trained.

Future use:

Artificial Intelligence is clearly here to stay. The possibilities for improving customer service are endless.

Capita

eBREVIA Accuracy Report

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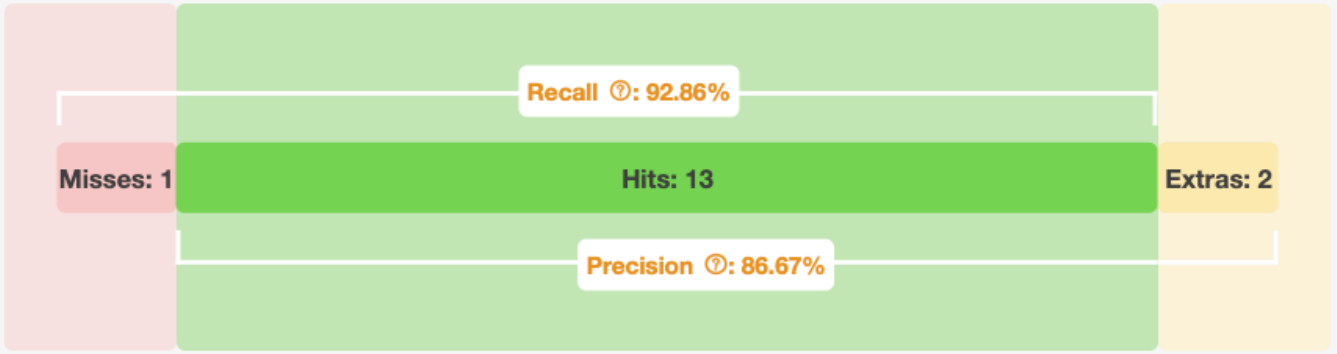
Bespoke Training: Counterparts

13 Examples | Import Model from File | + Train New Model

Model 3 1/13/21 11:37 AM | Type: Sentence | Total Doc: 14 | Positive Doc: 12 (14) | Recall: 92.86% | Precision: 86.67% | F-score: 0.90 | Export to File



F-score: 0.90

Activate

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Sort: Score ↓ Document Name ↓

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1.00	Distribution Agreement 12.7.09 Banc of America.pdf	This Agreement may be executed in one or more counterparts and, if executed in more than one counterpart, the executed counterparts hereof shall constitute a single instrument. If the foregoing	View
1.00	Consultant Services Agreement 5.17.12 Trio Seagel.pdf	16.3 This Agreement may be exeeuted in any number of counterparts and by facsimile transmission, each of which shall be deemed to be an original instrument, but all of which taken together shall	View

↓ Expand Full Examples (13)

THANK YOU!
QUESTIONS?
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STAY IN TOUCH

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