

## CONTRACT REVIEW

## Avianca Airlines



The in-house legal team at flagship Colombian airline, Avianca S.A., were recently tasked with conducting a COVID-19-related review of 1,000 documents. The lawyers needed to identify several key commercial clauses within the large document set, including Termination, Assignment, Confidentiality and Indemnification provisions. The matter was further complicated by the fact that each member of the 20-person team was required to work from home under local COVID-19 guidance. The team therefore sought a solution that would allow them to access their documents remotely, whilst still working collaboratively.

Avianca chose to deploy Luminance's market-leading AI technology, not only to expedite the review but also to take advantage of the platform's in-built collaboration tools. Luminance's secure cloud deployment allowed the team to rapidly upload their documents onto the platform, meaning the lawyers were up and running and ready to start their review within the very same day. Furthermore, Luminance's intuitive interface meant that the entire in-house legal team were ready to work on the platform following a basic 30-minute orientation, despite most of them having no prior experience with AI technology.

Luminance uniquely combines both supervised and unsupervised machine learning to read and form an understanding of documents, meaning that on day one of the review, Avianca's legal team were provided with a comprehensive insight into their contracts, with Luminance's AI instantly identifying and surfacing the commercial clauses essential to the review. The team were particularly impressed by Luminance's language-and-jurisdiction agnostic capabilities, allowing them to work seamlessly across English, Spanish and Portuguese documents.

**RESULTS**

- 90% time-savings on document review
- Allowed Avianca to regain control over internal processes which they used to outsource
- Seamlessly worked across Spanish, Portuguese and English documents

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For instance, after the team tagged just one example of a 'Proveedor' (provider) party in Spanish, Luminance's supervised machine learning instantly exposed five other similar examples present across the dataset. Avianca estimated that a full manual review of the documents would have taken a whole month for the team to complete. Using Luminance, the team were able to complete the entire review in just three hours, achieving time savings of a staggering 90%. Luminance allowed Avianca to overcome the challenges posed by the pandemic and government-enforced restrictions, with Daniel Felipe Morales Martinez, Former Contract Manager at Avianca, commenting: "In troubling economic times, investing in AI technology has never been more crucial to the success of our business, allowing us to cut costs and save valuable time."

Impressed with the results of their initial review, Avianca decided to adopt Luminance as the platform by which they manage and understand nearly 10,000 other relevant contracts contained within the organisation. Prior to this, Avianca stored their contracts across multiple repositories, such as emails and online document management systems, resulting in a time-consuming process of location and retrieval when trying to draft contracts or refer to executed agreements. This issue was further compounded by the fact that the contracts ranged from supplier agreements to customer contracts, often negotiated with differing terms. With these inefficiencies beginning to impact other parts of the organisation, particularly when key legal issues necessitated a rapid response, Luminance was deployed to modernise Avianca's resource-intensive contract review processes. Luminance was able to apply both its supervised and unsupervised machine learning to the document set,

automatically identifying key information within thousands of contracts such as clauses, document types, governing laws, and anomalies, such as clauses with minor deviations in wording. As a unique language - and jurisdiction-agnostic tool, Luminance identified these datapoints in eight different languages including Spanish, Portuguese and German. Further, Luminance was also able to help Avianca's in-house counsel to understand how certain contracts aligned with their company's preferred terms. The team were able to set their own 'model' document or clause, drafted to their ideal wording. Luminance then compared this version to the other clauses or documents within the project, with red and green-lining showing exactly how compliant or deviant the other contracts were from Avianca's 'model' version. Prior to using Luminance, Avianca could spend valuable time, sometimes even days, trying to locate contracts that were stored across multiple locations. Today, Luminance is continuing to allow Avianca to access information regarding clauses, document types and anomalies at a click of a button. As a result, Avianca's in-house legal team can focus their time on more value-added work, such as evaluating the terms and scope of a certain contract and how that could be used to drive a negotiation.

"With Luminance we no longer have to rely on external counsel for complex reviews but can instead keep the work in-house."

**DANIEL FELIPE MORALES MARTINEZ,  
FORMER CONTRACT MANAGER**

## About Luminance

Luminance is the world's most advanced AI technology for the legal processing of contracts and documents. Founded by mathematicians from the University of Cambridge, Luminance's AI reads and forms a conceptual understanding of documents in any language. Luminance uses this understanding to augment the spectrum of legal matters, from AI-powered contract drafting, negotiation and review to investigations and eDiscovery. Luminance is used by over 400 customers in 60 countries, including all of the Big Four consultancy firms, a quarter of the world's largest law firms and multinational organisations such as Tesco and Ferrero.