

# EXTENDED ONLINE SERVICES USER DAY MADRID 2011

## EPN STANDS AND PRESENTATIONS

**Event:** Extended Online Services user day 2011

**Date:** 22 & 23 November 2011

**Venue:** Madrid, NH Eurobuilding

**Participants:** 130 applicants, industrialists and companies from 10 different European countries



### Represented EPN Members

1. Industrial Property Office of The Czech Republic
2. Estonian Patent Office
3. Spanish Patent and Trademarks Office (host)
4. French Institute of Industrial Property
5. The State Patent Bureau of the Republic of Lithuania
6. Patent Office of the Republic of Poland
7. Portuguese Institute of Industrial Property
8. Romanian State Office for Inventions and Trademarks
9. Industrial Property Office of The Slovak Republic
10. UK Intellectual Property Office

### Objective:

Those offices have accepted to take an active part in the Extended Online Services user day hosted by the Spanish Patent and Trademark Office (OEPM) in Madrid, to introduce and demonstrate the Online Services they offer to their customers.



### STAND OF THE NATIONAL OFFICE



### PRESENTATIONS AND FEEDBACK FROM THE NATIONAL OFFICE



### - Introduction Extended Online Services user day Madrid 2011

Beside the interaction with the European users, the event offered the opportunity to exchange views among National Offices and International IP organisations.

## Spanish Patent and Trademarks Office



### - Spanish Patent and Trademarks Office (host)



### - ALFA Management System

### - ALFA Project Technical Approach

## Feedback Extended online services user day Madrid (ES)

Very satisfactory meeting and very good opportunity to contact the Spanish and non Spanish users of the on-line services. We hope it will help to boost the on-line activity of our users and the quality of their work. The number of Spanish attendants was of 70 out of 118. The opinion of several patent attorneys is that the participation would have been more important if Spanish translation would be provided. The participation of other offices has proved to be very useful, the exchange of experiences and the possibility to compare different solutions, gives good information for building the next generation of on-line services. The workshops were also of great interest. The ones run by the Spanish office were successful too. Our colleagues from other offices showed great interest in the ad-hoc workshop on the new ALFA system. We were delighted to have colleagues from other offices sharing the event with us. The "u" shaped distribution of the stands proved to be very convenient to facilitate contact between offices. Congratulations to the organization and to the offices, because they showed nice projects and on-line services.

## Industrial Property Office of The Czech Republic



### - Industrial Property Office of The Czech Republic

## Feedback Extended online services user day Madrid (CZ)

- possibility to meet our colleagues from the other offices and to exchange information, knowledge and skills
- opportunity to attend the hand-on workshops and learn how to work with the new solutions
- very friendly and open atmosphere which encouraged discussions

## Estonian Patent Office



### - Estonian Patent Office

## Feedback Extended online services user day Madrid (EE)

The two days in Madrid were very useful, it was good to see how the others online is working and show how it is done in Estonia.

## French Institute of Industrial Property

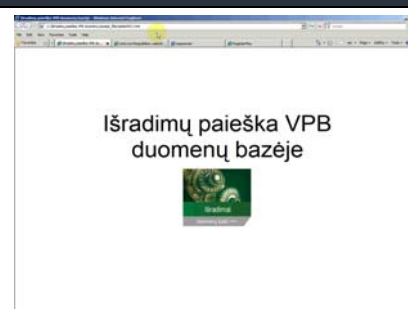


- French Institute of Industrial Property

### Feedback Extended online services user day Madrid (FR)

- Talk about and compare available services in one's office and know about the different solutions and methodology to offer e-administration products
- Exchange between offices to share experiences on online product development and management
- A good way to build a network of IP online services operators to share the good practices
- Direct contact and interaction with applicants with whom INPI so far had only phone contact (case of an American applicant)
- Appealing experience of discovering local culture, among them Intellectual property, when the meeting takes place in different European countries

## The State Patent Bureau of the Republic of Lithuania



- The State Patent Bureau of the Republic of Lithuania

## PATENT OFFICE OF THE REPUBLIC OF POLAND



- Patent Office of the Republic of Poland

### Feedback Extended online services user day Madrid (PL)

The Extended Online Services User Day in Madrid was very interesting and useful event, especially it gave us the possibility :

- to exchange the experiences and technical information between participating national Offices, WIPO and the EPO,
- to demonstrate our online systems to the participants,
- to contact and interact directly with PPO's customers,
- to evaluate the public launch of PPO national patent database, now only accessible internally.

Promotion of the online services in Europe is very important matter, as the applicants rarely use online tools on their own initiative. Follow up is required to ensure an optimization and increase of usage. It was a very good idea to put all the stands together with the meeting place for the participants. We think that such meetings, focused on customers, should regularly take place in different European countries.

Also accompanying events were remarkable, especially presentation of Spanish IT system for management of patents. We thank EPO team and Spanish colleagues for excellent organization.



## PORTUGUESE INSTITUTE OF INDUSTRIAL PROPERTY



- Portuguese Institute of Industrial Property

## ROMANIAN STATE OFFICE FOR INVENTIONS AND TRADEMARKS



- Romanian State Office for Inventions and Trademarks

### Feedback Extended online services user day Madrid (RO)

It was a great idea to put in the same room the stands for the National Offices and the meeting place for the participants. This event gave me the opportunity to meet colleagues from other NOs and to exchange information and ideas about our problems or solutions. We found out that some of our problems are common and maybe we can find common solutions also. My special thanks for the TecNO team support, for their efforts and willingness to help us before and throughout the event. And last but not least I would like to thank the Spanish Office for the hospitality and congratulate them for their achievement.

## INDUSTRIAL PROPERTY OFFICE OF THE SLOVAK REPUBLIC



- Industrial Property Office of The Slovak Republic

### Feedback Extended online services user day Madrid (SK)

During the User day in Madrid I have many opportunities for exchange experiences with people from 10 National offices, who are responsible for implementation and operations on-line services in their Offices. During discussion I obtained new ideas for improving on-line services in SK Office.

Of course I am very glad, that users were interested in electronic services which are offered by SK Office and National Offices which have a stand here.

Participants had a good chance to know more information about BiSSAP Product. This Product was introduced the first time last year and I inform about it Patent Attorneys in Slovakia. They asked me to try ask the EPO for organisation User Day next year in Bratislava, because they are interested for using of the BiSSAP Product and new on-line services. I discussed with the EPO staff about possibility to organise it in June 2012 in Bratislava.

Bratislava has good accessibility for people from many countries CZ, AT, HU, SI, HR and SK by car and their expenses for coming will be not so high.

## UK INTELLECTUAL PROPERTY OFFICE



- UK Intellectual Property Office

### Feedback Extended online services user day Madrid (UK)

We found the following very useful:

- Being able to assist representatives from patent companies in a number of issues concerning our e-filing and business processes.
- Meeting colleagues from other national Offices, WIPO and the EPO.
- It helped us find out what was going in the respective offices and also gave us chance to provide information on our e services, especially our web filing systems.
- It also helped to build up a range of contacts which will assist in future co-operation.
- Our suggestion would be to provide the national offices with a workshop where they could demonstrate their e services, to the other participating offices and any interested applicants.
- It was very helpful and interesting to view the Alpha management system, as we are about to commence work on our own system.

