

## German Patent and Trade Mark Office manages the patent process more efficiently.

### Overview

#### Business challenge

As a patent office, the DPMA creates and stores a great deal of information. The office sought outside assistance to find and implement a new patent management system that would provide integrated document management.

#### Solution

The DPMA engaged IBM Global Business Services to implement its new core system for patent management including document management and workflow. The new electronic file system will provide workflow controlled, re-designed business processes with a document management backend on the SOA-based system.

#### Benefits

- Improved workflow management improves efficiency
- Documents that used to take hours to find are now found in seconds
- Increased flexibility to add functionality as the DPMA's needs or mandate change

#### Industry

- Government

**The German Patent and Trade Mark Office (DPMA) is tasked with providing information and access to public patent records, and for processing thousands of patent applications each year. When it needed to improve its patent management process, including document management and workflow, the Patent and Trade Mark Office turned to IBM Global Business Services. IBM provided a new core system that manages information and workflow to improve efficiency and access to millions of documents. The system is scalable and flexible, to respond to any changes to the needs or mandate of the Patent and Trade Mark Office.**

#### Challenge

The mandate of the German Patent and Trade Mark Office (DPMA) is to grant, publish and manage industrial rights for technical and commercial innovations in Germany, and to inform the public of intellectual property rights within the office's jurisdiction. Part of the mandate of the DPMA requires managing and sharing patent, trademark and registration information with the public. As a patent office, the DPMA creates and stores a great deal of information. It was managing that information using a system designed and upgraded in the 1970s and 1980s. The system could no longer support the office's mandate of granting patents, and then managing and sharing that information with relevant parties. The office sought outside assistance to find and implement a new patent management system that would provide integrated document management along with workflow tools to help improve efficiency and transparency.

#### Solution

The DPMA chose to engage IBM Global Business Services to implement its new core system for patent management including document management and workflow. The system for the DPMA is unique, due to its mission, and the office needed a solution that could manage documents internally, as well as make certain documents available to the public. Because the DPMA wanted a system that operated on open-standards, specifically Java, the IBM consultants decided on a service-oriented architecture (SOA) for the system. The IBM team worked with DMPA for six weeks identifying main business processes to be implemented in the new system. In a second phase, the team incorporated new business process design





and functional analysis to create the applications within the system. The final phase is a four-year implementation and data migration project, headed by IBM Global Business Service. The implementation is being done by IBM Application Management Services. IBM Global Business Services is providing ongoing consulting and coaching for employees as they migrate to the new system.

The new (electronic file) system will provide workflow controlled, redesigned business processes with a document management backend on the SOA-based system. An Oracle workflow management system and an IBM document management system will work together on J2EE standards. The integrated system will provide seamless workflow and employee access to the document management system across all business areas. The GUI is implemented using the open standard Eclipse technology.

### Benefits

- Improved workflow management improves efficiency
- Improved access to documents
- Increased flexibility to add functionality as the DPMA's needs or mandate change

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