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საკუთრების ეროვნული ცენტრი

**საქპატენტი**

**SAKPATENTI**

NATIONAL INTELLECTUAL PROPERTY  
CENTER OF GEORGIA

[www.sakpatenti.org.ge](http://www.sakpatenti.org.ge)

# Digital Transformation and Key Challenges

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# Digital Transformation: A Key National Priority for Georgia



To advance the country's digital development and ensure system security, the following strategies have been developed:

- ✓ **Digital Governance Strategy of Georgia for 2025-2030;**
- ✓ **Cybersecurity Awareness Strategy for 2025-2030.**

To effectively implement these strategies and coordinate the digitization of public services, the **Digital Governance Agency** has been established.



# Sakpatenti's Alignment with Georgia's Digital Development

Sakpatenti fully aligns with the country's digital development policies, and this vision drives our digital transformation agenda.

## Our Goal:

To be a technologically advanced, agile, and customer-oriented intellectual property office, adapted to the digital era.





# Digital transformation journey - Electronic Filing System

Sakpatenti has implemented an Electronic Filing System that ensures:

- ✓ Automation and efficient management of work processes;
- ✓ Secure exchange of documents and data, both within the office and with external users;
- ✓ Automated data generation, storage, and analytics;
- ✓ Automated APIs for retrieving bulletin data from WIPO;
- ✓ Electronic application submission, allowing users to easily file applications online.

**To facilitate the use of digital services, the Ordinance of the Government defines a fee reduction policy, under which a 20% discount applies to electronically filed applications for all IP objects.**



# Addressing Technological Advancements: System Upgrade

With the rapid advancement of technology, Sakpatenti's existing system was no longer fully aligned with modern development standards. The need for increased automation and technological improvements became evident.

**To address this need, Sakpatenti hired a team of developers for a comprehensive system upgrade.**

**Information Technology Division** consists of 10 employees, 4 of whom are dedicated to the upgrade, which includes:

- ✓ **Enhanced data protection mechanisms and authorization systems;**
- ✓ **Transition from physical to virtual servers;**
- ✓ **Upgrading programming languages, frameworks, and libraries;**



# Addressing Technological Advancements: System Upgrade

- ✓ **Strengthening automation and improving data exchange with international organizations** – the system now automatically receives information about applications requiring validation in Georgia. So far, information has been received for 9 applications and the publication of 3 of these applications in the bulletin was carried out automatically.

**This enhancement supports the European Patent Validation Agreement between the Georgian government and the European Patent Office.**

- ✓ **Adding new functionalities and analytics, including a secure and flexible online payment module** - Users will make online payments for applications in the Electronic Filing System using any bank card and mobile banking services.

# Website Modernization & Accessibility



- ✓ The website has been fully updated to be accessible for **persons with disabilities**, ensuring compliance with **international digital accessibility standards** and fulfilling the obligations under the **Marrakesh Treaty**.
- ✓ Microsoft's AI Speech product was utilized, improving the website's inclusivity and user experience. - <https://www.sakpatenti.gov.ge/en/>

# Archive Digitization Project - Overview



**Goal:** Enhance access to electronic documents while ensuring their protection and preservation.

**Launched in 2024:** A project to digitize all physical documents accumulated since the office's establishment and create a unified, structured archive.

**Current Archive Status:** The electronic catalog contains documents from 1992-1993 (980 cases / 118,000 files).

**Infrastructure:** The archive digitalization software is hosted on the office's internal server infrastructure, alongside the main website and Electronic Filing System.



# Archive Digitization Project



**Employee Involvement:** Archive digitalization is carried out with the involvement of Sakpatenti's own employees, enhancing motivation and engagement.

**IT Support:** Technical equipment and network infrastructure have been acquired.

Specialized software was developed by the IT team to ensure:

- ✓ Easy and fast access to both electronic and physical documents;
- ✓ Secure information storage.

# Insights on Managing Change



When it comes to introducing innovations, there is always a risk that employees may resist changes, especially when it comes to integrating technological advancements.

## Tactics Used During the Management of Employee Engagement:

- ✓ Close communication from management;
- ✓ Raising awareness about the changes;
- ✓ Supporting the development of technological skills;
- ✓ Emphasizing employees' importance in the change process.

## Outcome:

This strategy strengthened employee **trust** and **motivation**, leading to high **engagement** and increased interest in the transformation processes.

# Insights on Managing Change



High demand in the labor market made it difficult to recruit skilled developers, as the private sector offers competitive salaries.

- ✓ A **government Ordinance** defined a list of rare and high-demand professions in the labor market, along with **competitive salary limits**.
- ✓ This allowed for the effective recruitment of a team of professional developers, ensuring the successful implementation of the technological upgrades.



# Future Plans

- ✓ Enhancing and upgrading the Electronic Filing System;
- ✓ Continuing large-scale archive digitization (expected completion in 5 years);
- ✓ Developing a call center system to improve statistical analytics and enhance customer communication through an integrated chatbot solution;
- ✓ Launching an e-learning (LMS) platform with Distance Learning (DL) and online/offline exam modes, built on Moodle, to enhance IP education access;
- ✓ Developing and implementing a digital library concept, with support from WIPO Academy;
- ✓ Strengthening employees' digital competencies.

Our experience clearly demonstrates that digital transformation is a continuous, long-term process that requires effective internal management and close international cooperation.



**Thank you for your attention!**