Bridging the Digital Divide

Special focus on challenges and opportunities for IPOs

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Divide and Disparities in Digital Capabilities

| Variances in digital capabilities among IP offices worldwide |

■ manual / semi manual   … → Process optimization

■ struggling back-office   … → End-to-end / e-services

■ incomplete databases   … → Business intelligence

■ basic automation   …→   Advanced SVCs/techs (AI)

− **Digital Capabilities** +

Impact on the IP Domain

- **Internal Efficiencies:** Impact on operations, productivity and search / examination quality.

- **Services:** quality of services delivered to applicants and right holders

- **Engagement:** Impact on engagement with global IP systems and databases

- **Innovation:** hindering national innovation and creativity

Challenges by Less Advanced IPOs

■ Limited funding and infrastructure

■ Lack of technical expertise.

■ Digital Culture

■ Digitally empowered legislation environment

FINANCE · SKILLS · CULTURE · LEGISLATION

Bridging the Digital Divide – *Strategies*

National Level

- Policy alignment and regulatory fremeworks
- Scalable and modular technology solutions
- Investment on capacities
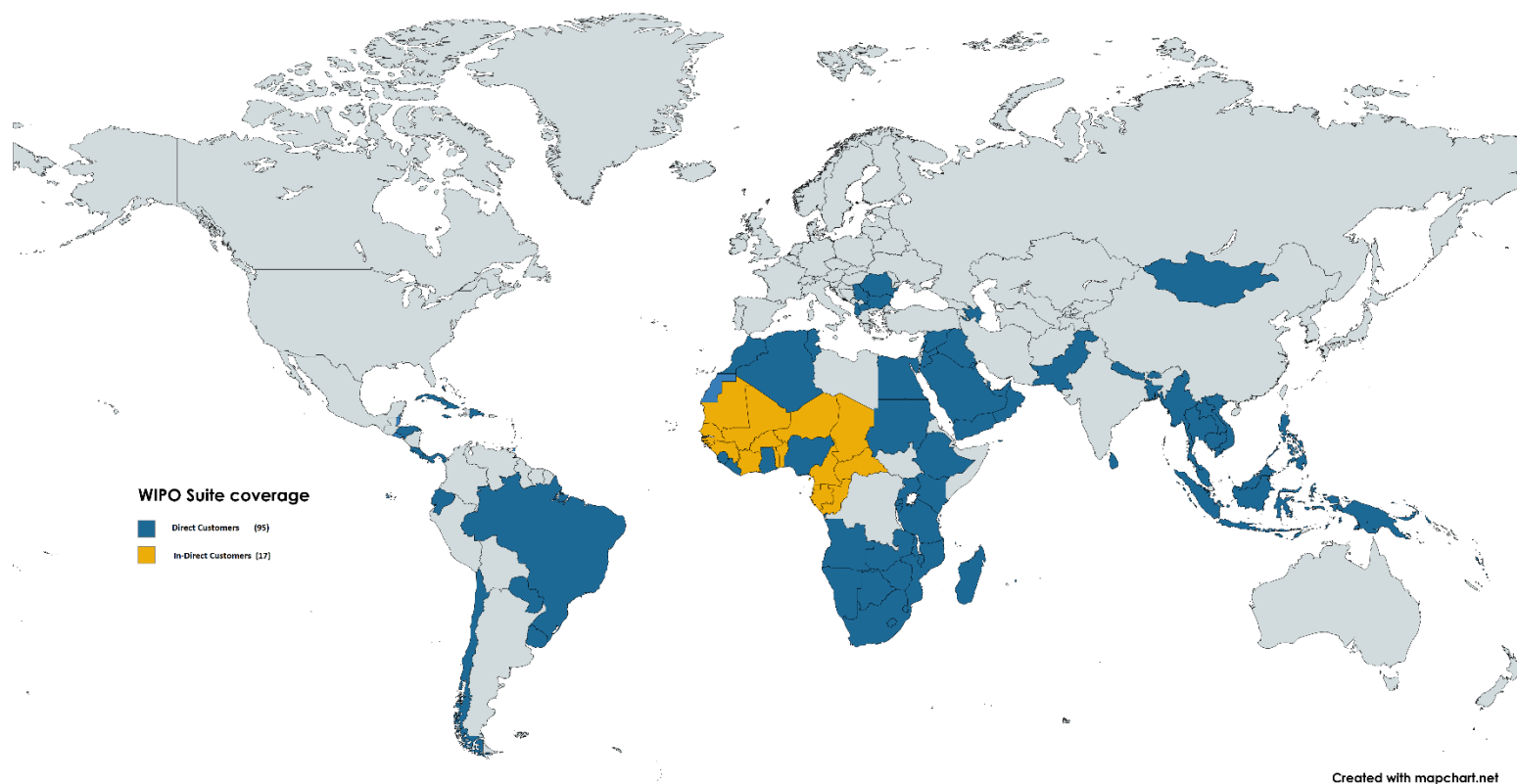- Public-private partnerships

International Level

- Multilateral Collaboration and Policy Alignment
- Shared Tools and Infrastructure
- Donor Support and Coordination
- Monitoring and Metrics

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Examples – IPO Business Solutions

WIPO Suite coverage

- Direct Customers (95)
- In-Direct Customers (17)

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WIPO Suite Customizable & Modular Software

User and Deployment Training

Cloud Transformation

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Examples: Coordinated Donor Support

Data: Digitization projects & quality at source

Data / Technology: OCR projects
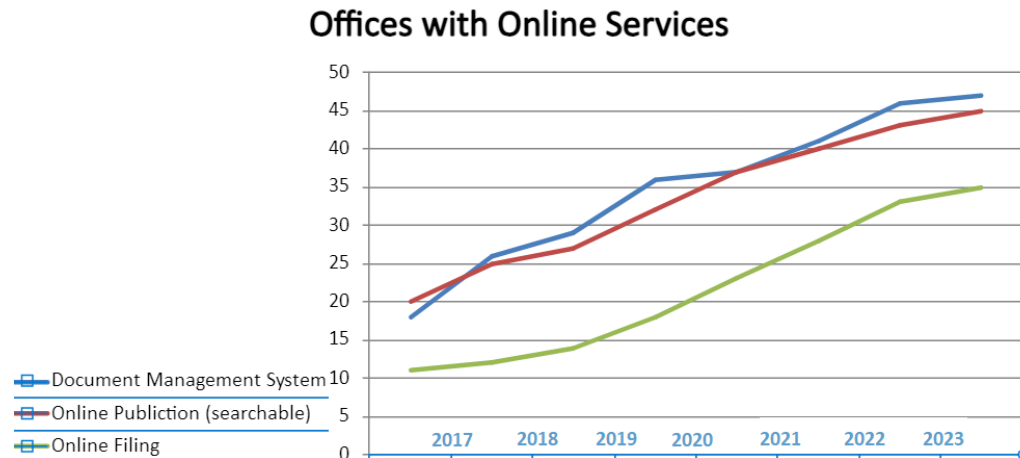
Information Sharing: IP Register project – ASEAN

Awareness: IP/IT Seminars / Workshops

Process: Workflow optimization

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Opportunities and Challenges

- Lighter overheads for legislation and procedural changes

- Faster adoption of technologies

- Flexibility on engagement in multilateral frameworks

- Short(er) delivery and ROI

- Funding / donor coverage

- Limitations in free and opensource technologies

- Access to "commercial" technologies. e.g. advanced ai logo search and citation analysis

- Management of complex solutions

Offices with Online Services

Legend:
- Document Management System
- Online Publiction (searchable)
- Online Filing

X-axis: 2017, 2018, 2019, 2020, 2021, 2022, 2023
Y-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50

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Further Possibilities

- Interventions to the WIPO Conversation on IP and AI

- WIPO, IP Australia, CIPO, EUIPO, EPO, JPO, KIPO, Singapore (IPOS), USPTO, …and others.

- Business Applications (examples):

  - Trademark Classification Services
  - Trademark Search Services
  - Easy Filing Chatbots

  - Patent Auto Classification
  - Automatic Search in Prior Art
  - Patent auto checker/patentability
  - Patent Translate

- Availability and Collaboration Possibilities

THANK YOU

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