



# Report on the IT readiness survey of FICPI member firms

Initiative of the IP Asset Management  
Group of PEC

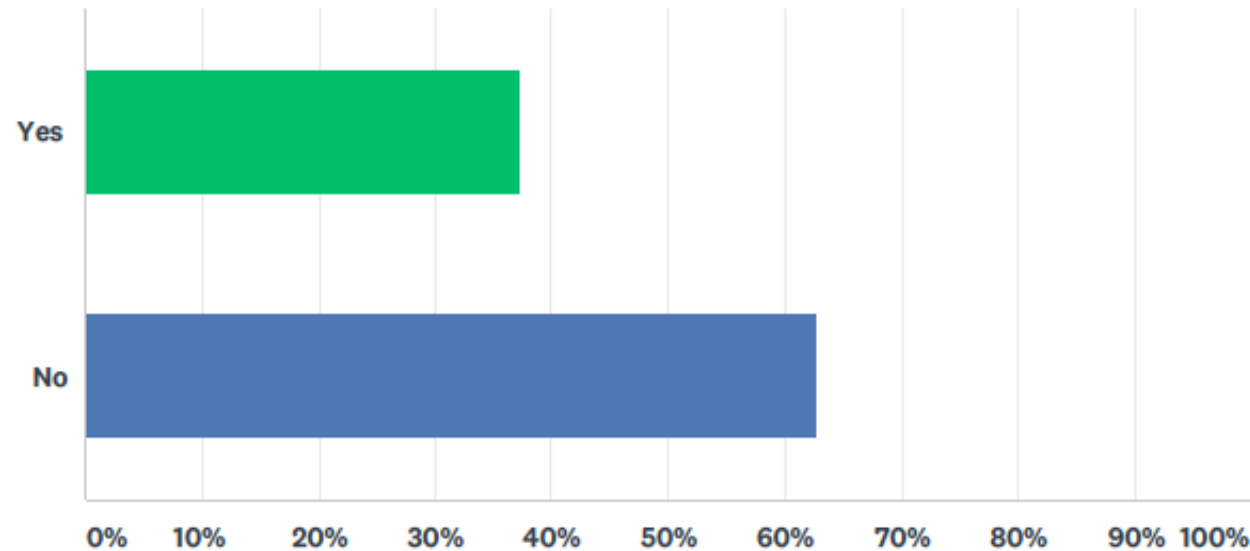
# What are we talking about?

- The IT readiness survey takes a look at how well-prepared IP firms are to take on the digitalization of their work flows.
- Among others the survey addresses questions about the budget reserved to IT, the implementation of automated workflows, communication means with foreign counsel, etc but also some prospective thinking re. business from a techno. point of view.
- Survey opened on March 28 and closed on July 1, 2019.

## Q.2 What is your yearly IT budget, as a percentage of overall expenses?

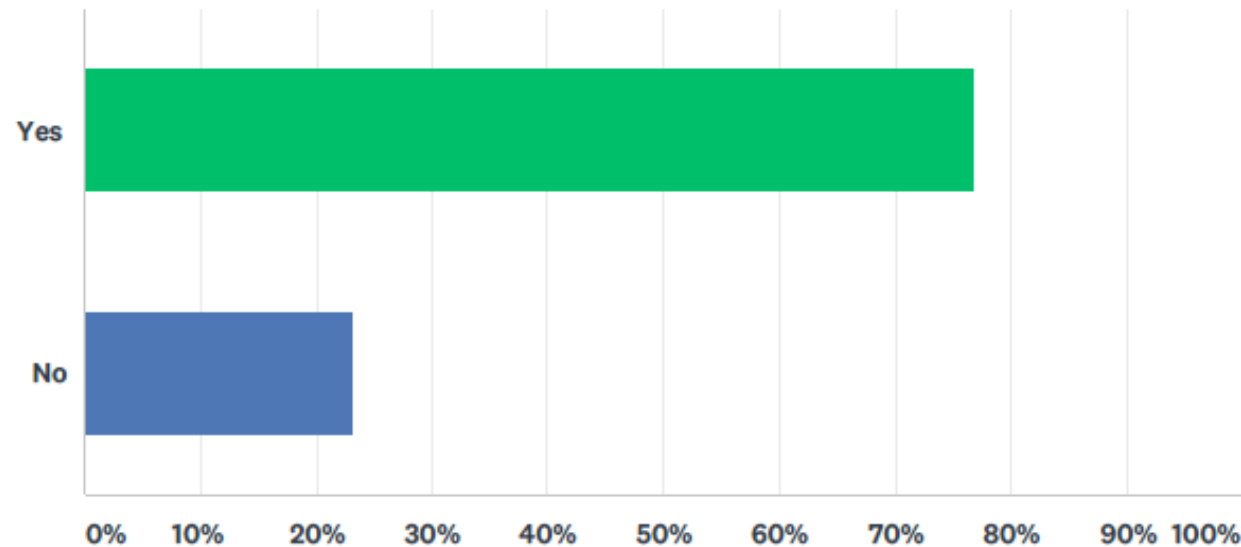
- 8-10% of the overall expenses: 15% of the responses
- 5-6% 20%
- **3 to 5%** **27%**
- below 3% 22%
- variable, depends on the needs 4%
- no idea 4%

# Q.3 Do you consider yourself as a paperless firm?



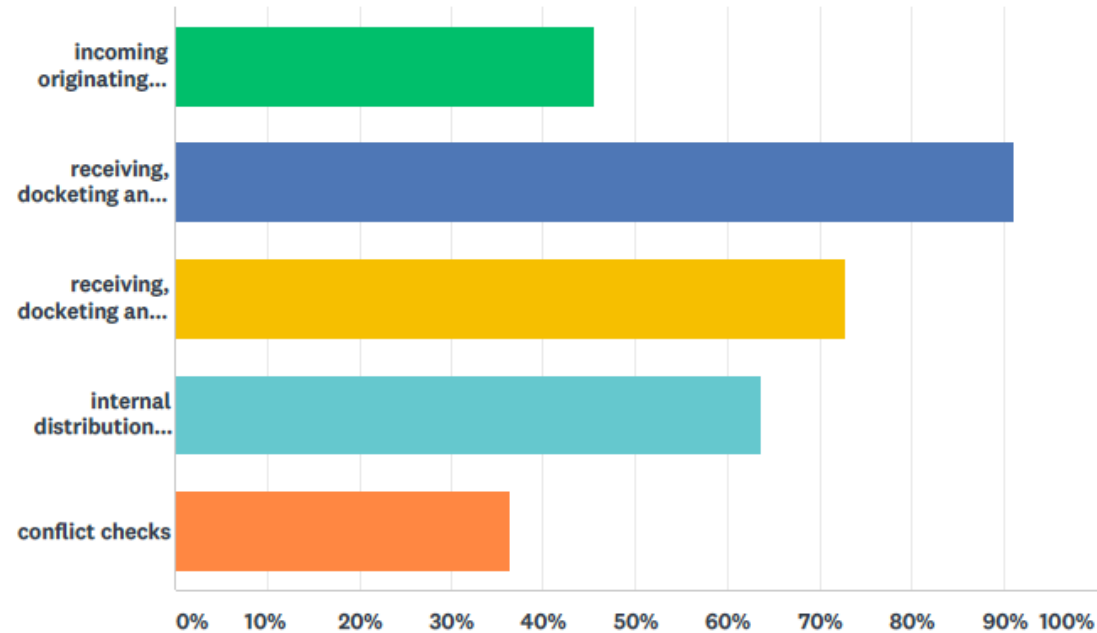
ANSWER CHOICES	RESPONSES
Yes	37.21%
No	62.79%

# Q.4 Have you implemented automated workflows to increase your efficiency?



ANSWER CHOICES	RESPONSES
Yes	76.74%
No	23.26%

# Q.5 If so, do these workflows apply to...



ANSWER CHOICES	RESPONSES	
incoming originating work (i.e. original drafting);	45.45%	15
receiving, docketing and transmittal of notices from the IP office (i.e. filing receipts, office actions, notices, etc.);	90.91%	30
receiving, docketing and tasking of instructions regarding incoming foreign work (i.e. filing new applications as direct or PCT national/regional phases, responses to office actions, etc.);	72.73%	24
internal distribution of work,	63.64%	21
conflict checks	36.36%	12

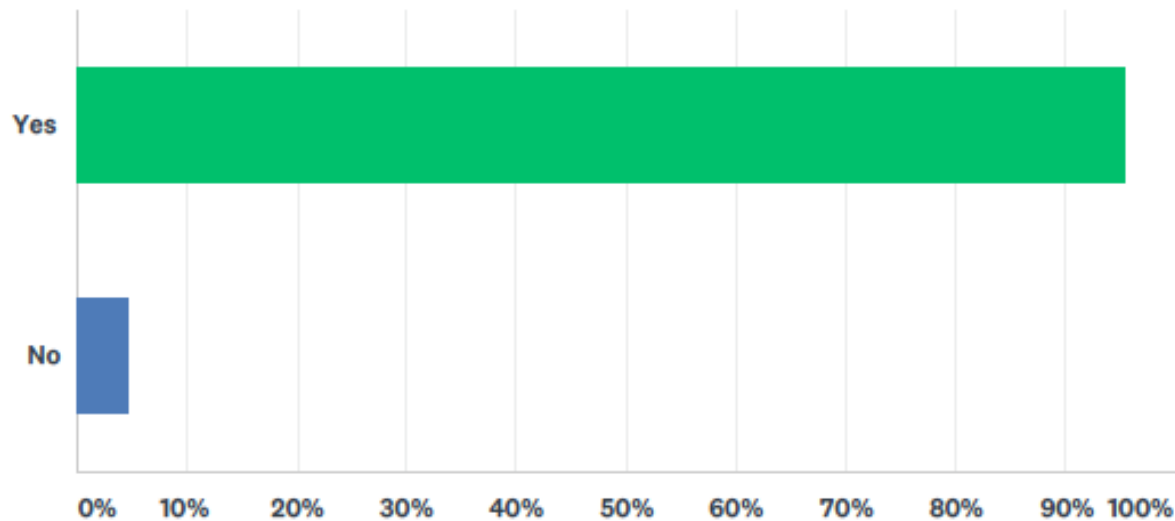
## Q.6 Can your clients access their portfolio via your website?

ANSWER CHOICES	RESPONSES
Yes	25.58%
No	74.42%

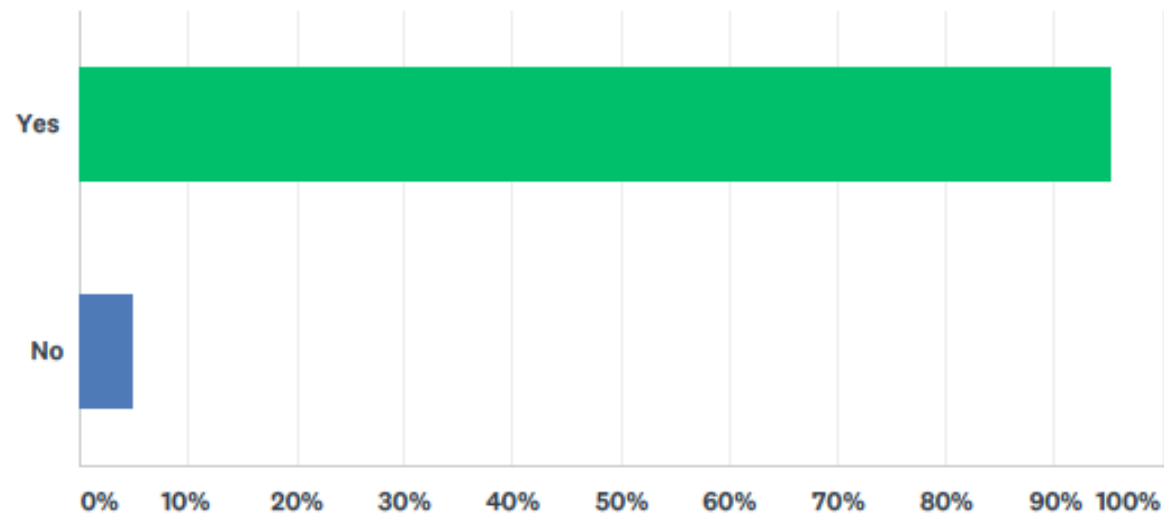
## Q.7 Is it a client requirement?

ANSWER CHOICES	RESPONSES
Yes	16.67%
No	83.33%

## Q.8 Does your IP Office support electronic filing?



## Q.9 If so, are you using electronic filing?

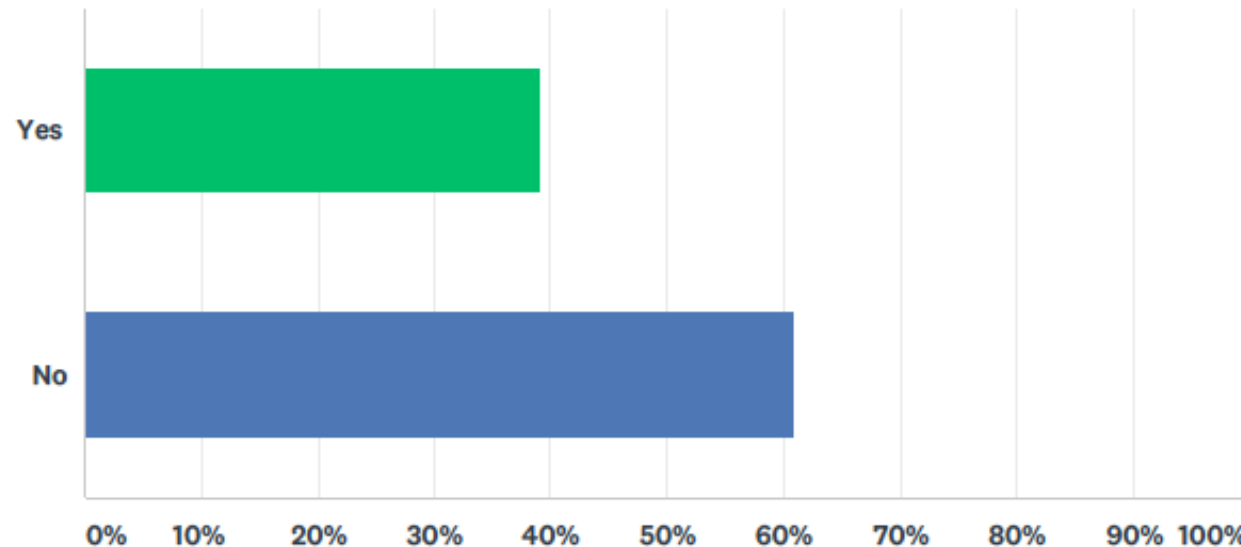




## Q.10 If not, why not?

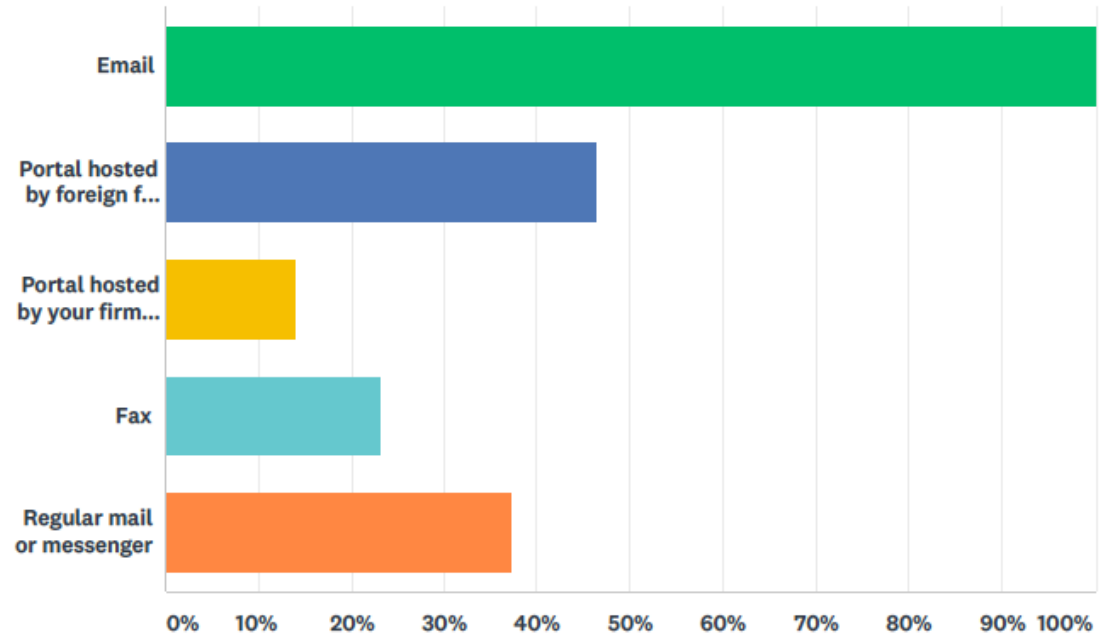
- IP Office does not provide such possibility
- Easier and faster, electronic system not user-friendly
- Network firm in which most countries they work in do not support.

Q.11 Does your IP office allow “scraping” the database regarding the matters for which you are agent of record, in order to automatically be advised of actions in the file?



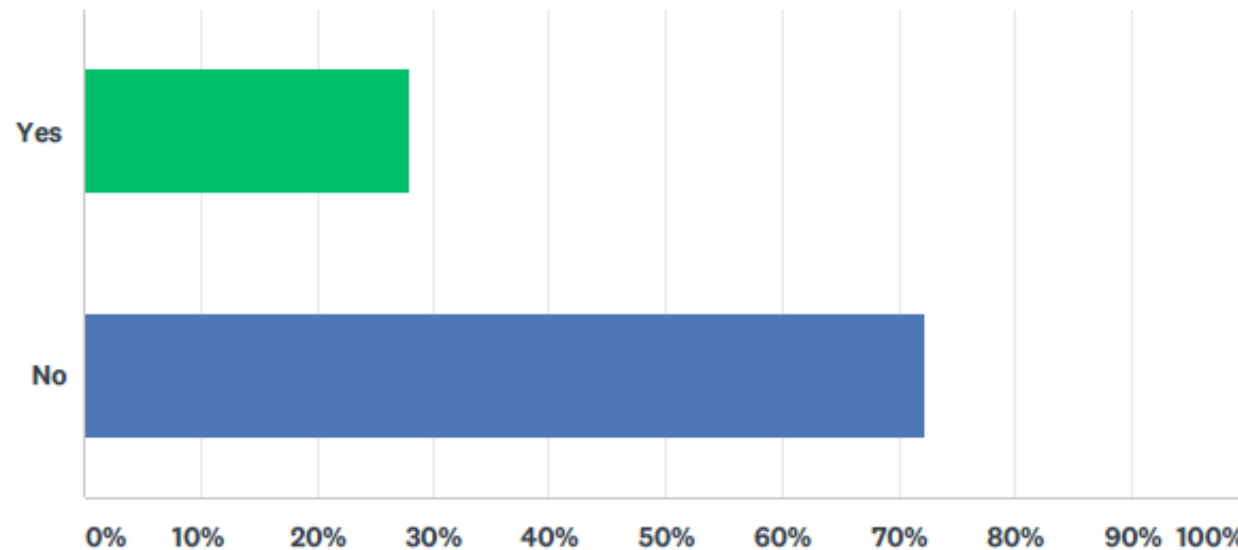
ANSWER CHOICES	RESPONSES
Yes	39.02%
No	60.98%

# Q.12 How are your communicating with your foreign counsel?



ANSWER CHOICES	RESPONSES	
Email	100.00%	43
Portal hosted by foreign firm to upload documents and instructions	46.51%	20
Portal hosted by your firm, pushing notifications to foreign firm	13.95%	6
Fax	23.26%	10
Regular mail or messenger	37.21%	16

# Q.13 Are your domestic clients using international filing firms?

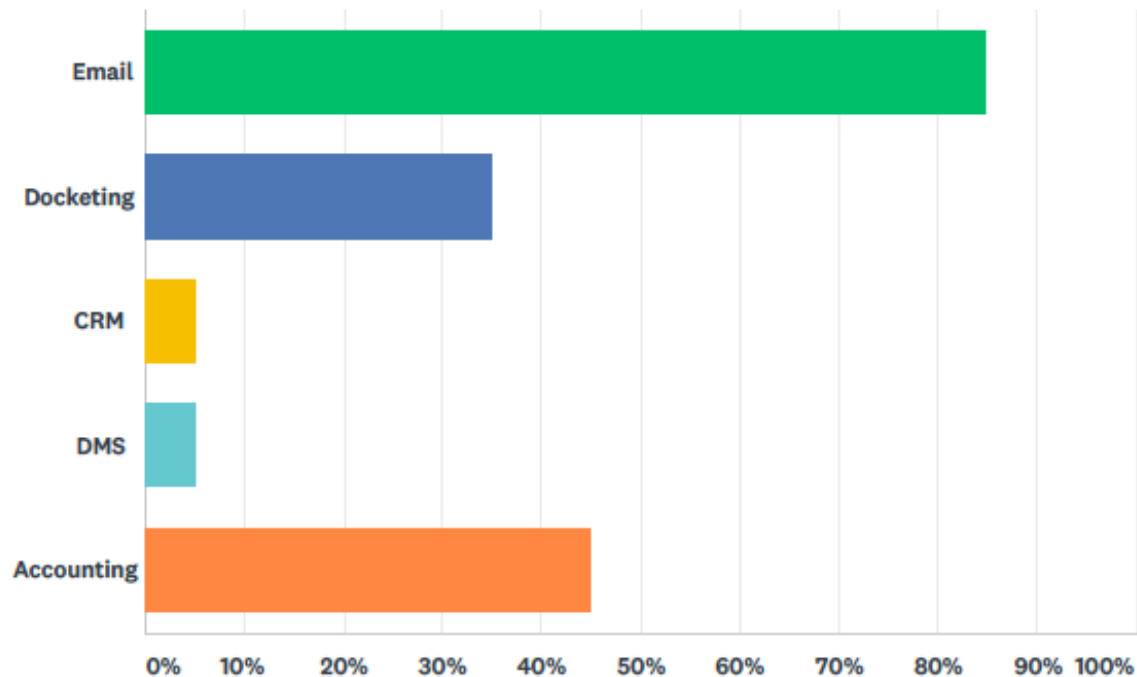


ANSWER CHOICES	RESPONSES
Yes	27.91%
No	72.09%

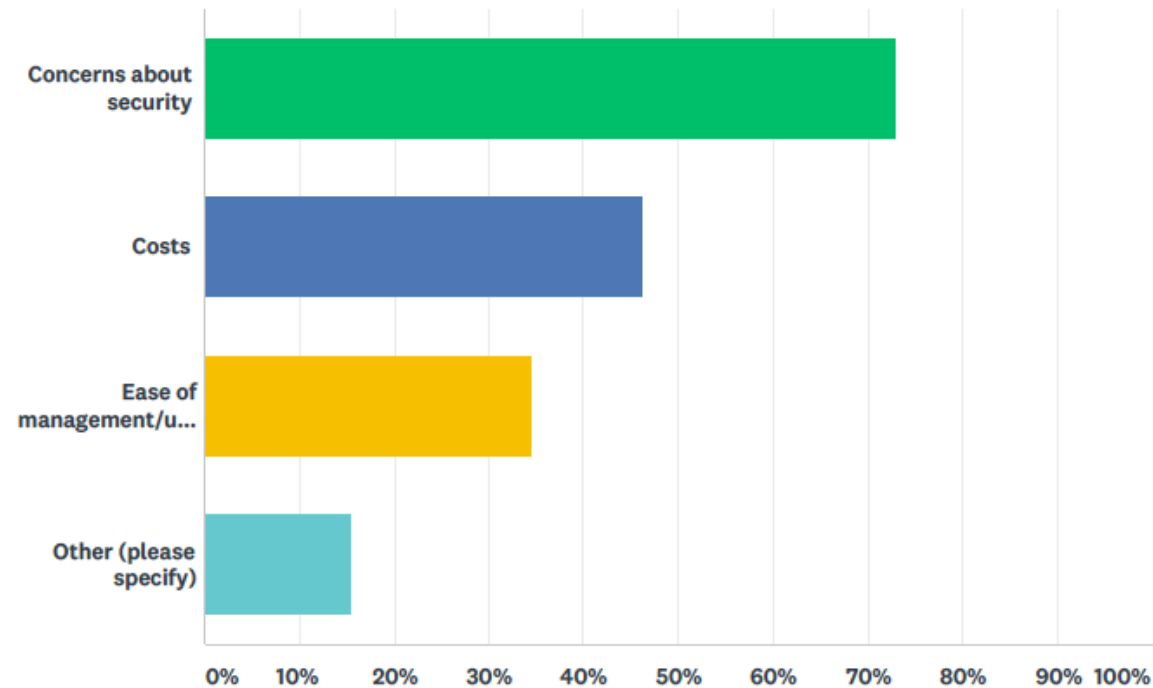
# Q.14 Are you using cloud services?

ANSWER CHOICES	RESPONSES
Yes	41.86%
No	58.14%

# Q.15 If so, what services are hosted?

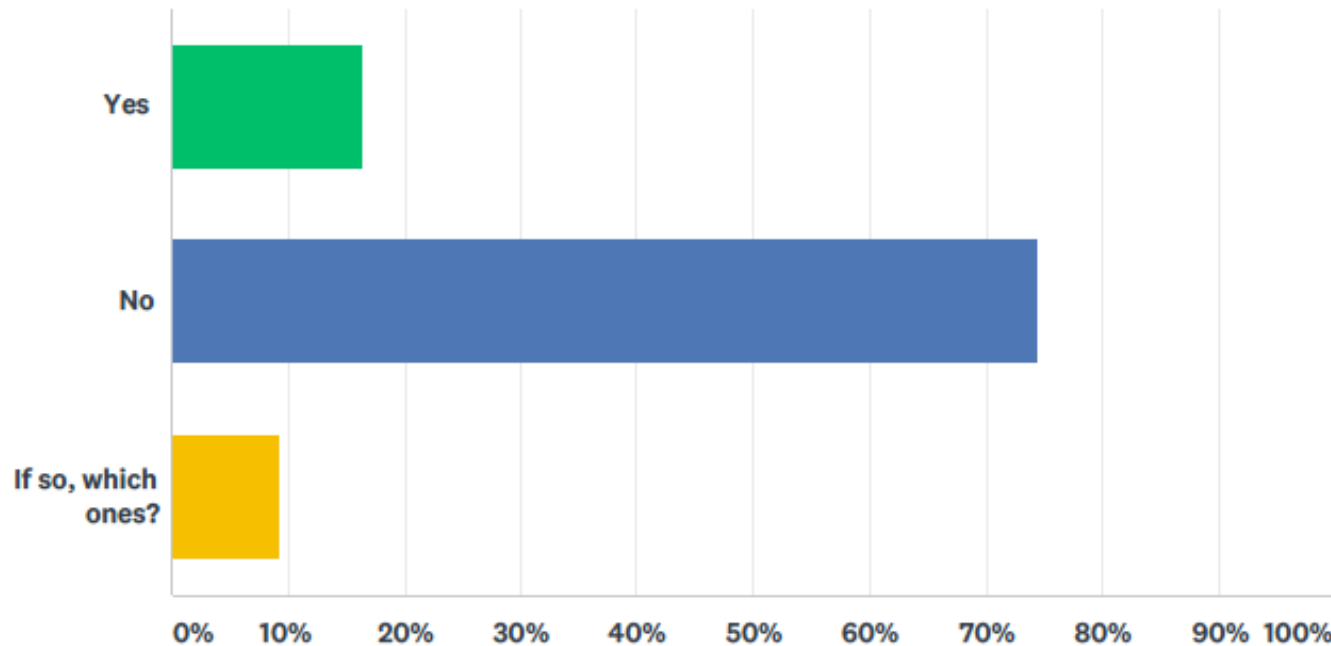


# Q.17 What issues did you encounter when rolling out cloud services?



ANSWER CHOICES	RESPONSES
Concerns about security	73.08%
Costs	46.15%
Ease of management/updates	34.62%
Other (please specify)	15.38%

# Q.21 Are your clients encouraging you to deploy specific IT services?



ANSWER CHOICES	RESPONSES
Yes	16.28%
No	74.42%
If so, which ones?	9.30%

## Q.23 Have you deployed tools incorporating Natural Language Processing to assist your professionals and assistants?

ANSWER CHOICES	RESPONSES
Yes	16.28%
No	72.09%

## Q.24 If so, what is the biggest challenge in successfully implementing these tools?

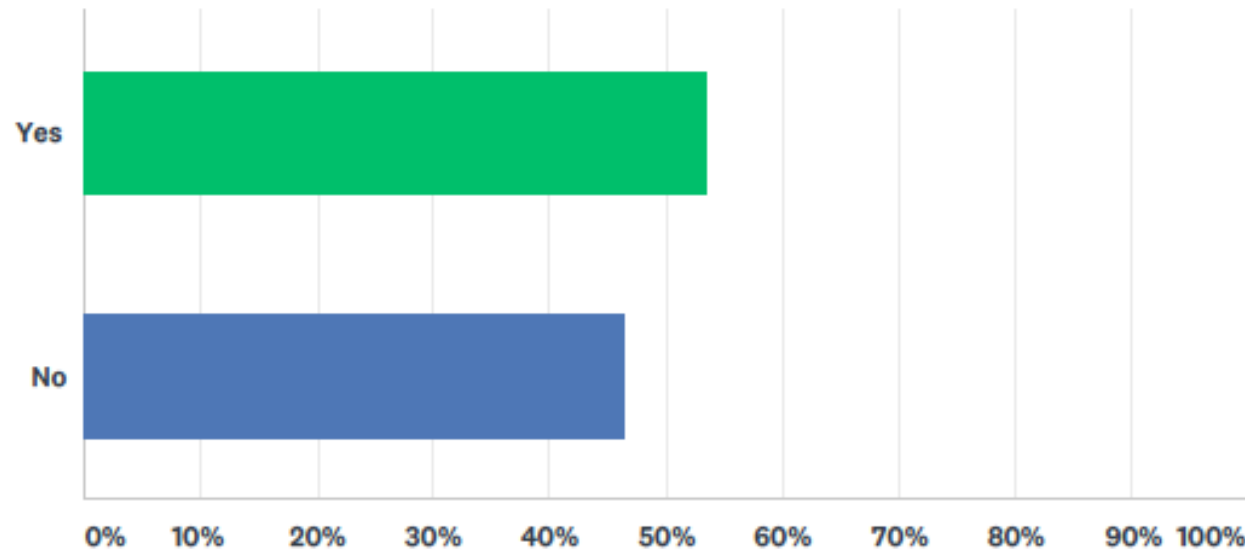
ANSWER CHOICES	RESPONSES
Cost	30.77%
Learning curve	38.46%
Resistance to change	46.15%



## Q.25 What is, according to you, the technology that will have the greatest impact on your practice?

- **AI** for searching and drafting, etc : **47% of the respondents**
- Automated workflows : 18%
  - for docketing and reporting
  - for communications with IP offices, clients, internally
  - for internal processes and controls
- 7% don't know
- The human factor: 1 response

# Q.26 Are you considering implementing AI-based systems in the medium term?



ANSWER CHOICES	RESPONSES
Yes	53.49%
No	46.51%

## Q.27 What do you see as the biggest advantage to doing so?

- **Increased efficiency** (in terms of organization, etc.): 52%
- Safety / reliability: 30%
- Cost-saving: 25%
- Time-saving: 19%
- Quality improvement: 6%

## Q.28 What is the biggest disadvantage?

- **Cost:** 34%
  - Maintenance
  - Training
  - Absorption when clients require lower costs
- **Loss of control, enhanced dependency on technology:** 24%
- Resistance to change (attorneys and staff) 20%

Q.29 From a technological point of view, where does the biggest threat to your current business model lie?

- **Face the competition** (e-filing providers, start-ups deploying services: **27%**)
- Commoditization: 13%
- Small and medium-sized firms afraid of being too small to invest in these technologies and develop at the same time to compete: 10%
- Training staff attitudes: 8%
- Security (hacking, malware, ransomware): 8%

Q.30 From a technological point of view, where does the greatest opportunity for growth lie?

- **Efficiency of AI based administrative workflows and related cost reduction: 42%**
- Security: 5%

## Q.31 What, if any, role could FICPI play to help you regarding implementation, management, or training of IT services?

- **Sharing experiences among professionals, success stories and challenges: 30%**
- **Awareness: 30%**
  - **update** members about new technologies 'state of the art'
  - **inform** on the technologies available in our business field without playing a vendor's role
  - if enough members show interest in a system, **play the offer/demand** and have the purchase cost down (for SMEs)
- Provide **standards** (AFNOR/ISO): 12%
- Provide **best practice guidelines**: 12%
- **Suggesting proper IA system** for firms: 9%
- **Training**: 3%
- Setting up a committee with a deeper insight in these matters (!)



# Thank you!

- For the next steps...  
**please join the working group of PEC.**

Contact: Anne LEVY  
[anne.levy@brandon-ip.com](mailto:anne.levy@brandon-ip.com)