

Q1 For classification purposes, we would like to ask first a few questions about:

Answered: 43 Skipped: 0

ANSWER CHOICES	RESPONSES	
Your name:	97.67%	42
Firm Name:	97.67%	42
Country:	100.00%	43
Size of your firm/Approximate staff number:	100.00%	43
Size of your firm/approx. turnover	100.00%	43
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	0.00%	0
Phone Number	0.00%	0

**Q2 1. What is your yearly IT budget, as a percentage of overall expenses?**

Answered: 41 Skipped: 2

## Q2 1. What is your yearly IT budget, as a percentage of overall expenses?

Answered: 41 Skipped: 2

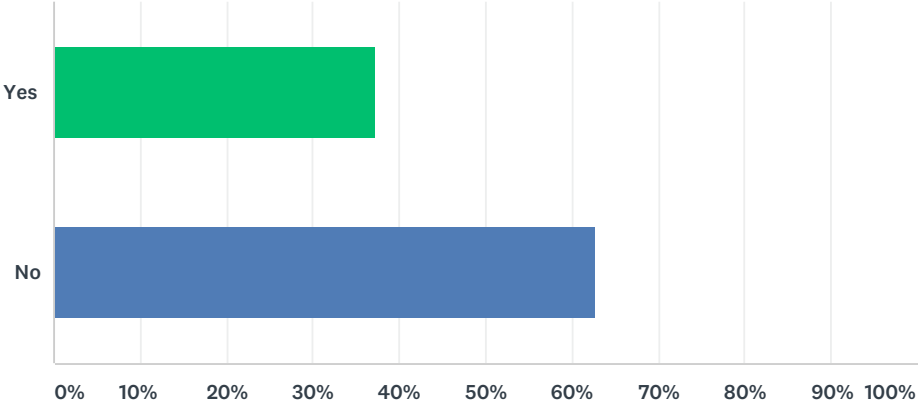
#	RESPONSES	DATE
1	0.5%	6/27/2019 8:14 PM
2	6	6/27/2019 4:13 PM
3	currently going through a system-wide upgrade; hard to say.	6/26/2019 11:45 PM
4	5%	6/19/2019 4:30 PM
5	5%	6/19/2019 3:26 PM
6	5%	6/19/2019 3:00 PM
7	No idea	6/19/2019 7:48 AM
8	As low as possible.	6/18/2019 8:11 AM
9	I do not know	6/18/2019 7:27 AM
10	10%	6/18/2019 6:43 AM
11	8	6/18/2019 5:55 AM
12	8%	6/17/2019 5:58 PM
13	10%	6/17/2019 4:36 PM
14	6%	6/17/2019 4:12 PM
15	5%	6/17/2019 2:33 PM
16	2	5/22/2019 5:08 PM
17	3%	5/9/2019 2:25 AM
18	No fixed budget, depends on the needs and the results expected	5/8/2019 5:24 AM
19	2	5/7/2019 4:27 PM
20	2.5%	5/7/2019 1:40 PM
21	3	5/7/2019 10:48 AM
22	0.2%	5/7/2019 10:04 AM
23	4,5%	5/5/2019 5:42 PM
24	4.2% of expense budget 79.0 % of capital budget	4/25/2019 7:48 PM
25	4%	4/25/2019 4:15 PM
26	3%	4/15/2019 8:45 PM
27	DK	4/10/2019 6:12 PM
28	2%	4/8/2019 8:10 AM
29	2.7%	4/8/2019 3:31 AM
30	3%	4/4/2019 9:01 AM
31	variable, but below 5%	4/3/2019 9:58 AM
32	2%	4/3/2019 9:50 AM
33	3-5%	4/2/2019 5:38 AM
34	10%	4/2/2019 4:33 AM
35	4%	4/1/2019 6:38 PM
36	5%	4/1/2019 3:23 PM
37	10%	4/1/2019 12:50 PM

## IT and Technology Survey

38	4 %	4/1/2019 8:14 AM
39	1%	3/30/2019 2:23 PM
40	< 5%	3/30/2019 9:52 AM
41	5	3/29/2019 2:12 PM

### Q3 2. Do you consider yourself a paperless firm?

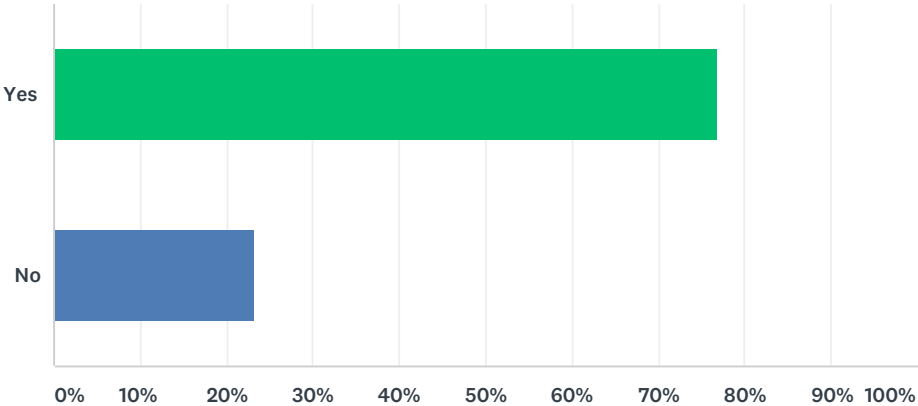
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	37.21%	16
No	62.79%	27
TOTAL		43

### Q4 3. Have you implemented automated workflows in order to increase your efficiency?

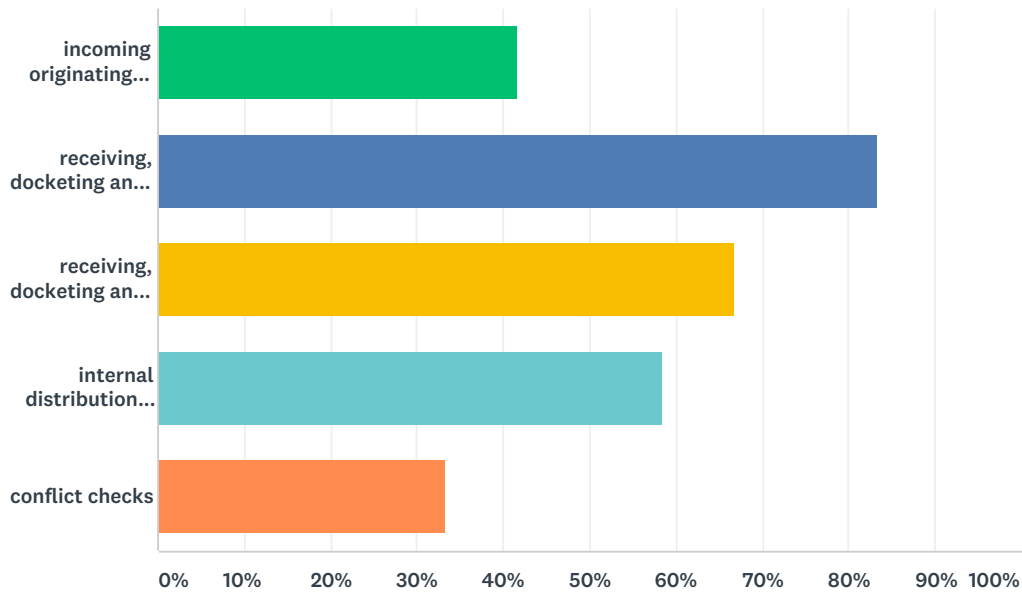
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	76.74%	33
No	23.26%	10
TOTAL		43

### Q5 If so, do these workflows apply to:

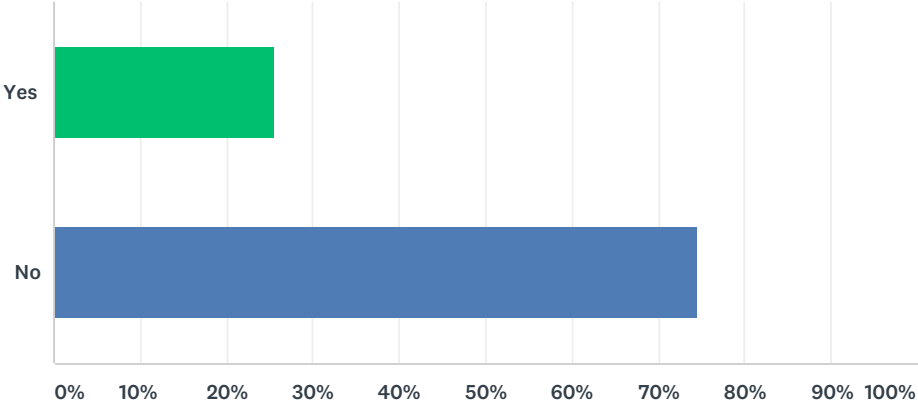
Answered: 36 Skipped: 7



ANSWER CHOICES	RESPONSES	
incoming originating work (i.e. original drafting);	41.67%	15
receiving, docketing and transmittal of notices from the IP office (i.e. filing receipts, office actions, notices, etc.);	83.33%	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.);	66.67%	24
internal distribution of work,	58.33%	21
conflict checks	33.33%	12
Total Respondents: 36		

### Q6 4. Can your clients access their portfolio via your website?

Answered: 43 Skipped: 0

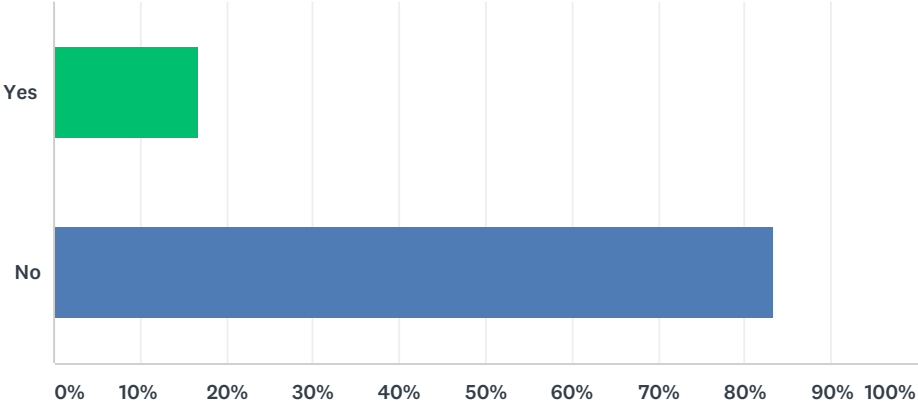


ANSWER CHOICES	RESPONSES	
Yes	25.58%	11
No	74.42%	32
TOTAL		43



### Q7 Is it a client requirement?

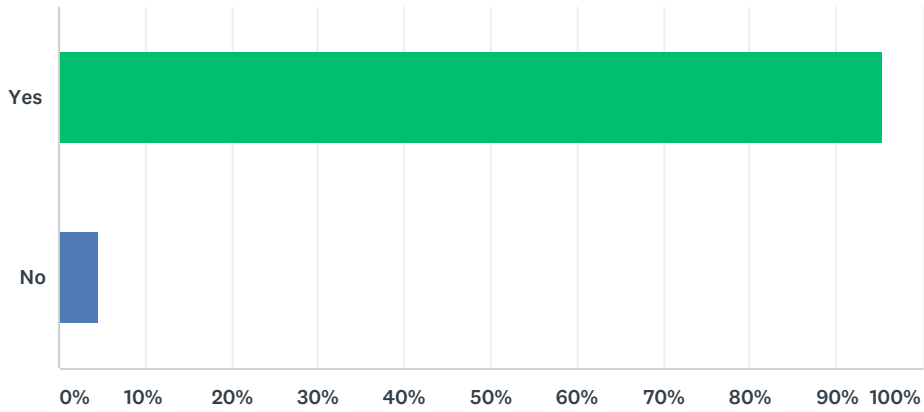
Answered: 42 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	16.67%	7
No	83.33%	35
TOTAL		42

### Q8 5. Does your IP office support electronic filing?

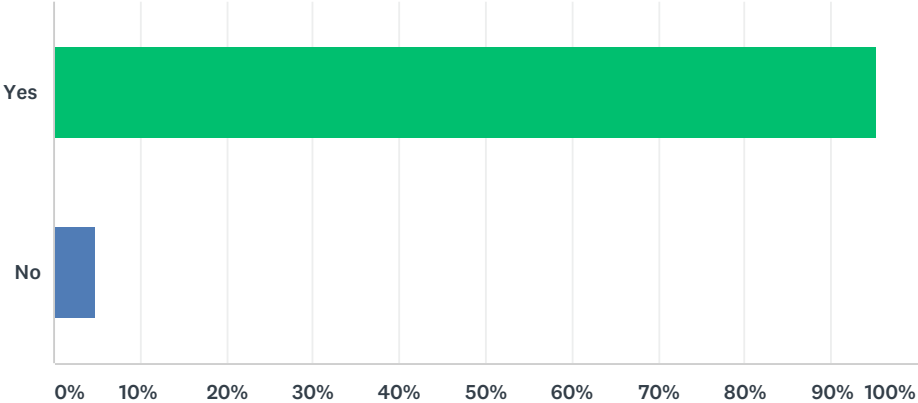
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.35%	41
No	4.65%	2
TOTAL		43

### Q9 If so, are you using it?

Answered: 42 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	95.24%	40
No	4.76%	2
TOTAL		42

## Q10 If not, why not?

Answered: 8 Skipped: 35

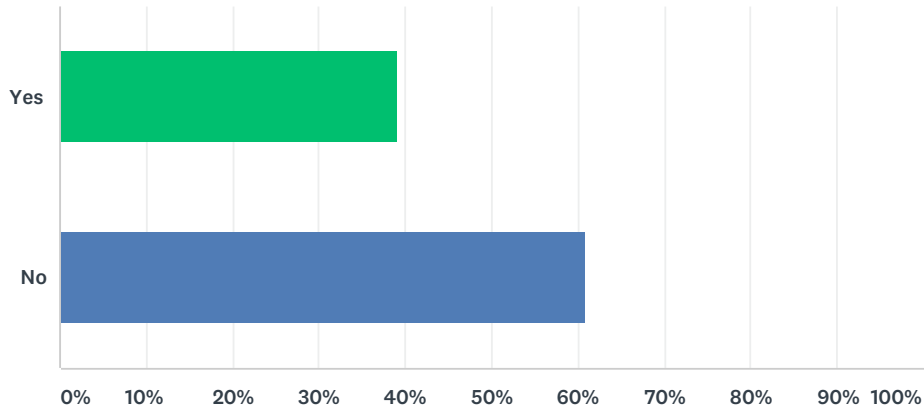
## Q10 If not, why not?

Answered: 8 Skipped: 35

#	RESPONSES	DATE
1	It is archaic and not user friendly. Every time you want to submit a further submission, you must reenter all data. Our paper system is faster and less prone to error.	6/27/2019 8:14 PM
2	-	6/19/2019 7:48 AM
3	Not an electronic office	6/18/2019 5:55 AM
4	Most countries we work in does not support, very few started it and yes we are using it.	5/8/2019 5:24 AM
5	NA	5/7/2019 1:40 PM
6	easier and faster	5/7/2019 10:48 AM
7	n/a	4/15/2019 8:45 PM
8	only German Trademark Office Actions - this is not possible with DPMA	4/1/2019 8:14 AM

Q11 6. 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? (This is for example what the USA allows – a daily query of the USPTO website, in order to download filing receipts, office actions, and other notifications from the IP office)

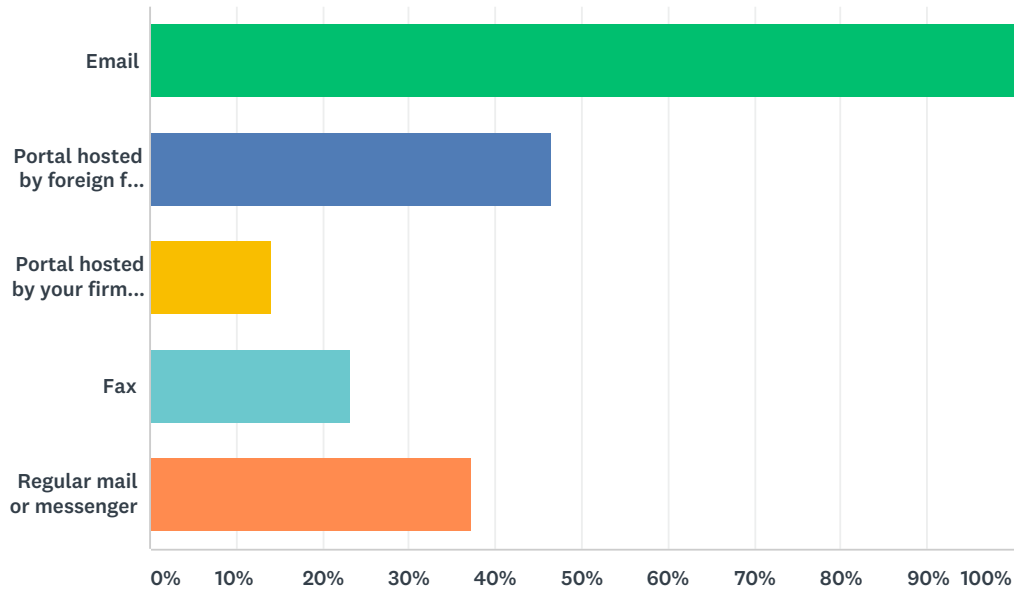
Answered: 41 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	39.02%	16
No	60.98%	25
TOTAL		41

Q12 7. How are you communicating with your foreign counsel?

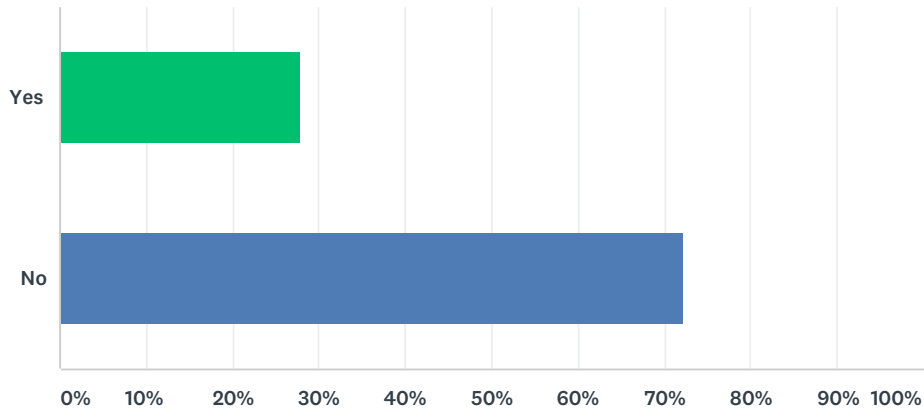
Answered: 43 Skipped: 0



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
Total Respondents: 43		

### Q13 8. Are your domestic clients using international filing firms (i.e. Inovia, Valipat, IPPortal)?

Answered: 43 Skipped: 0

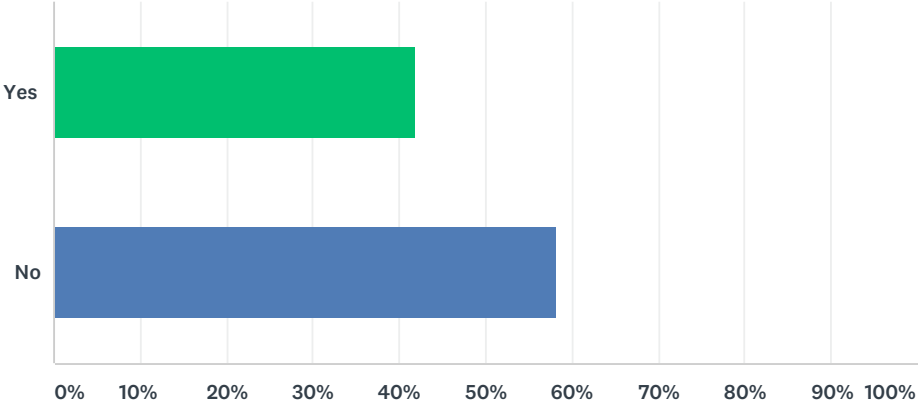


ANSWER CHOICES	RESPONSES	
Yes	27.91%	12
No	72.09%	31
TOTAL		43



### Q14 9. Are you using cloud services?

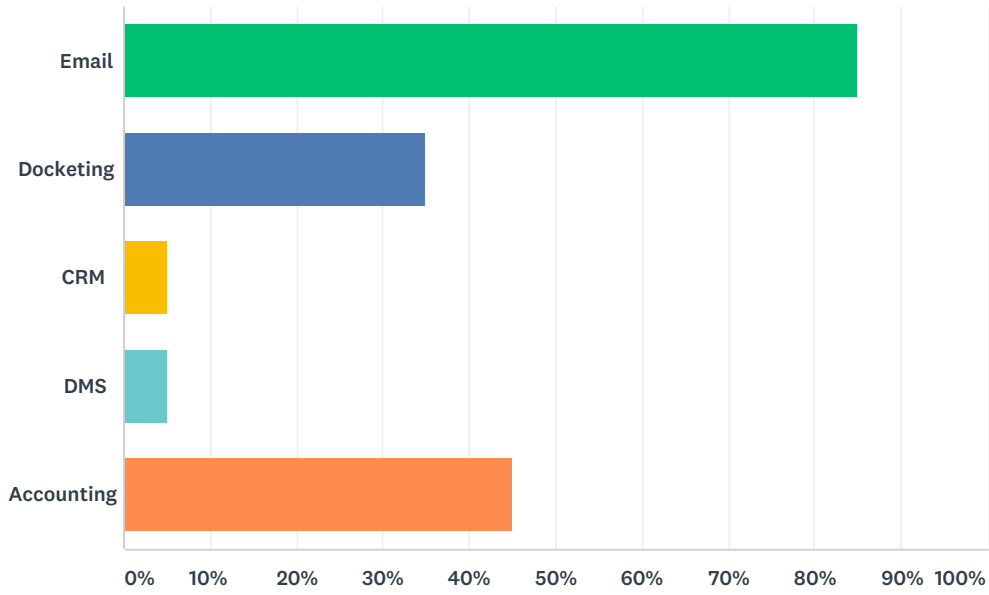
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	41.86%	18
No	58.14%	25
TOTAL		43

Q15 a. If so, what services are hosted:

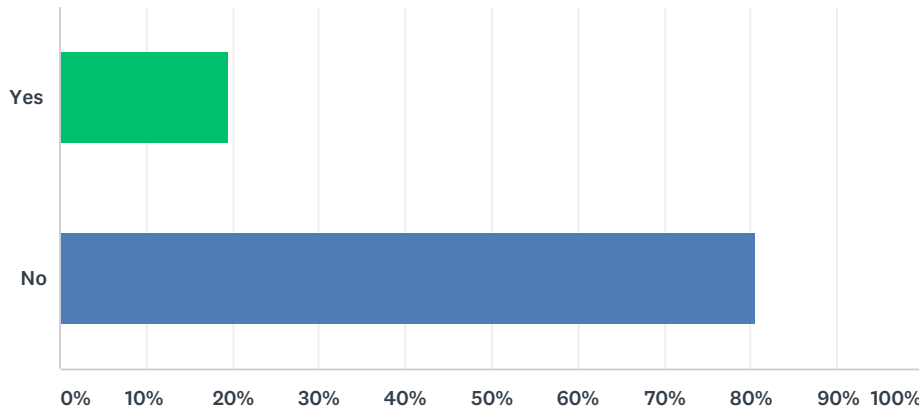
Answered: 20 Skipped: 23



ANSWER CHOICES	RESPONSES	
Email	85.00%	17
Docketing	35.00%	7
CRM	5.00%	1
DMS	5.00%	1
Accounting	45.00%	9
Total Respondents: 20		

### Q16 b. Does your national regulator impose any restrictions on the location of the servers or data that is hosted in the cloud?

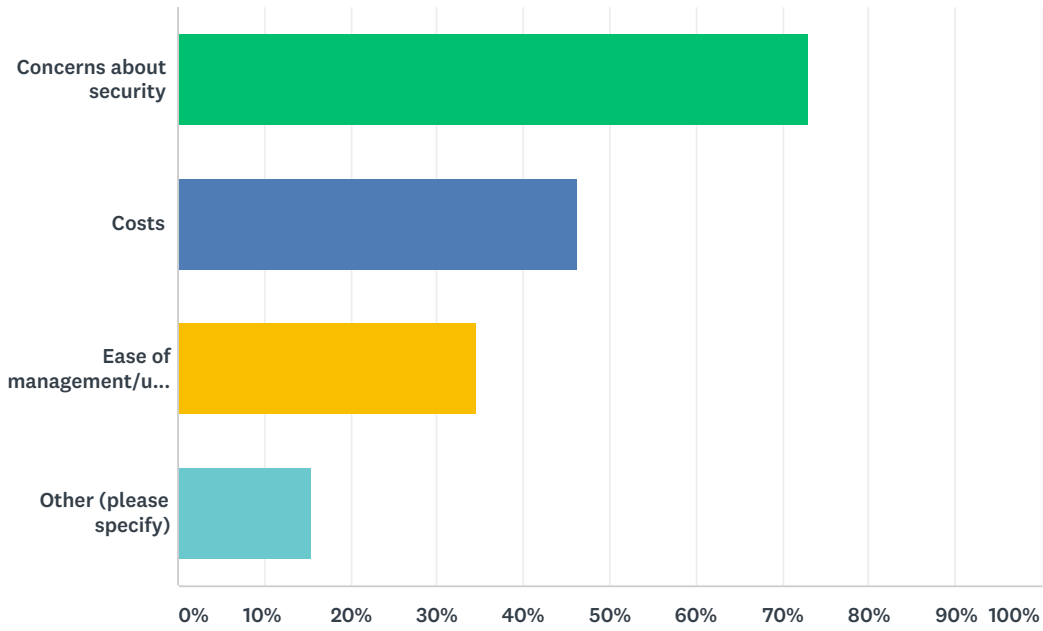
Answered: 41 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	19.51%	8
No	80.49%	33
TOTAL		41

### Q17 10. What issues did you encounter when rolling out cloud services?

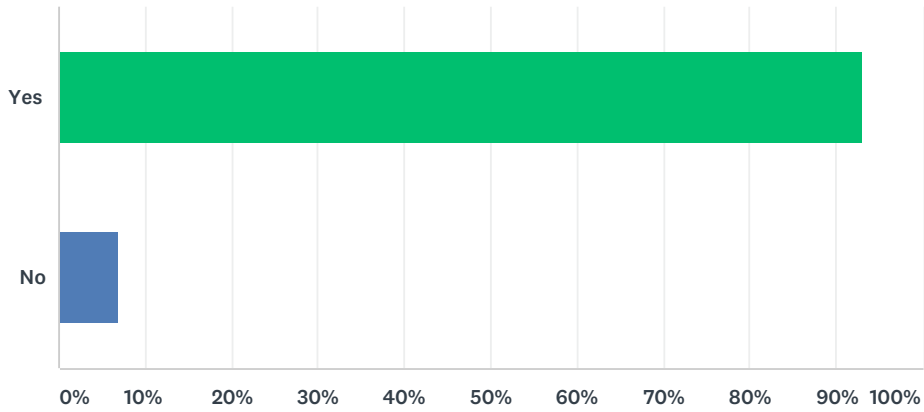
Answered: 26 Skipped: 17



ANSWER CHOICES	RESPONSES	
Concerns about security	73.08%	19
Costs	46.15%	12
Ease of management/updates	34.62%	9
Other (please specify)	15.38%	4
Total Respondents: 26		

### Q18 11. Are you providing annuity payment services?

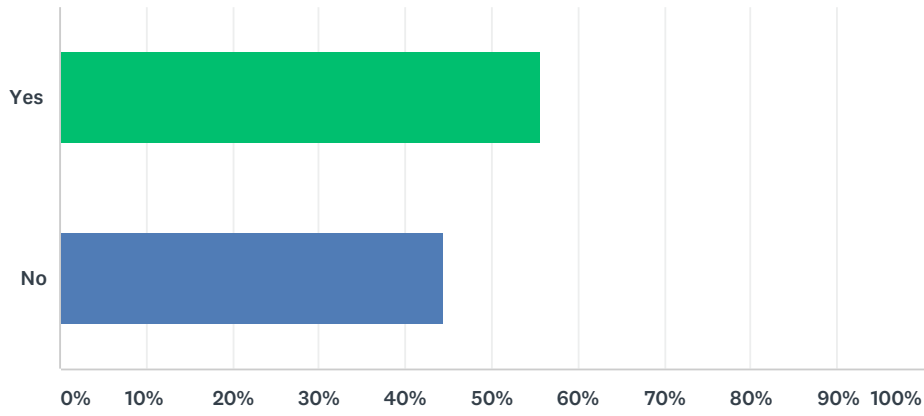
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	93.02%	40
No	6.98%	3
TOTAL		43

### Q19 If not, are you directing your clients to a company that does, such as Denнемeyer, CPA, CPI?

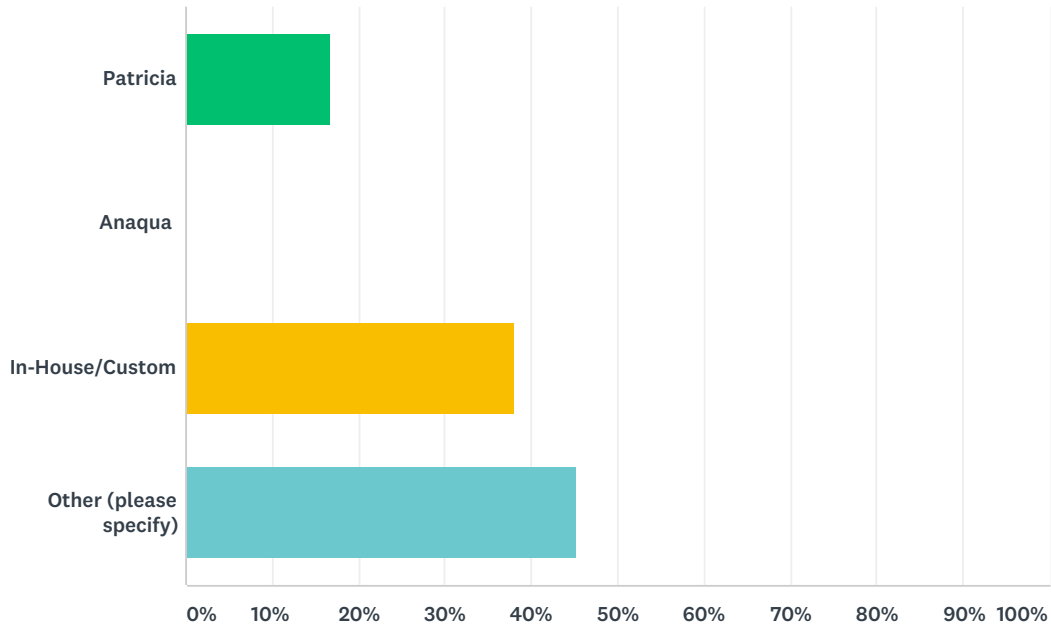
Answered: 18 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	55.56%	10
No	44.44%	8
TOTAL		18

## Q20 12. Which docketing system are you using:

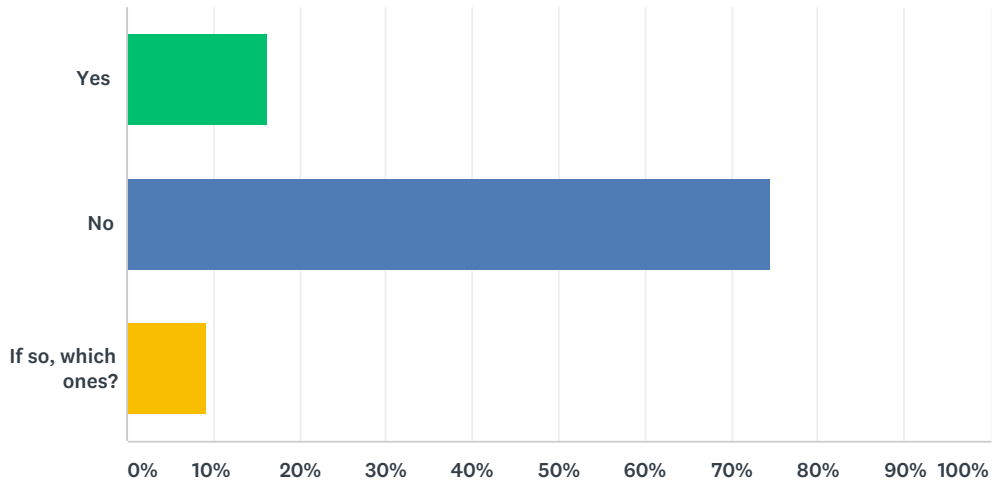
Answered: 42 Skipped: 1



ANSWER CHOICES	RESPONSES
Patricia	16.67% 7
Anaqua	0.00% 0
In-House/Custom	38.10% 16
Other (please specify)	45.24% 19
<b>TOTAL</b>	<b>42</b>

### Q21 13. Are your clients encouraging you to deploy specific IT services?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.28%	7
No	74.42%	32
If so, which ones?	9.30%	4
<b>TOTAL</b>		<b>43</b>

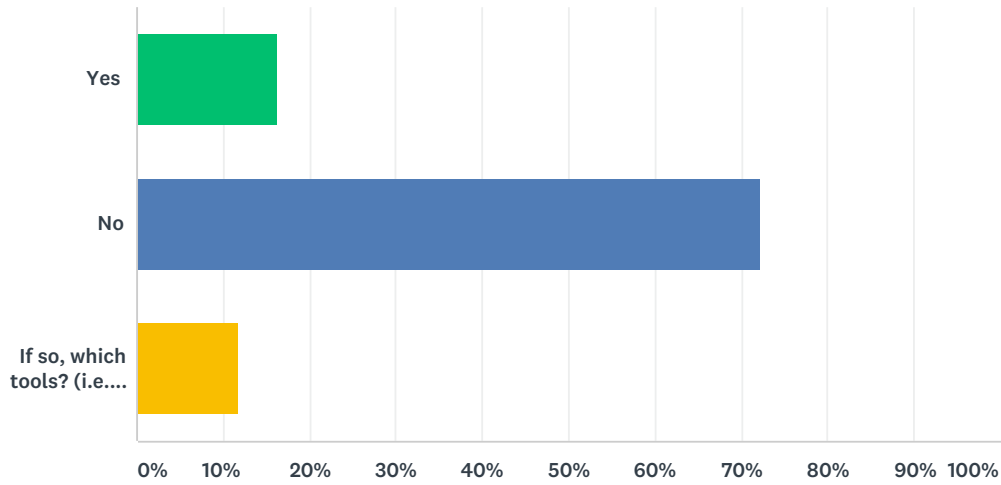


**Q22 14. What investment are you planning to make in the next 12 months from an IT perspective?**

Answered: 36 Skipped: 7

### Q23 15. Have you deployed tools incorporating Natural Language Processing to assist your professionals and assistants?

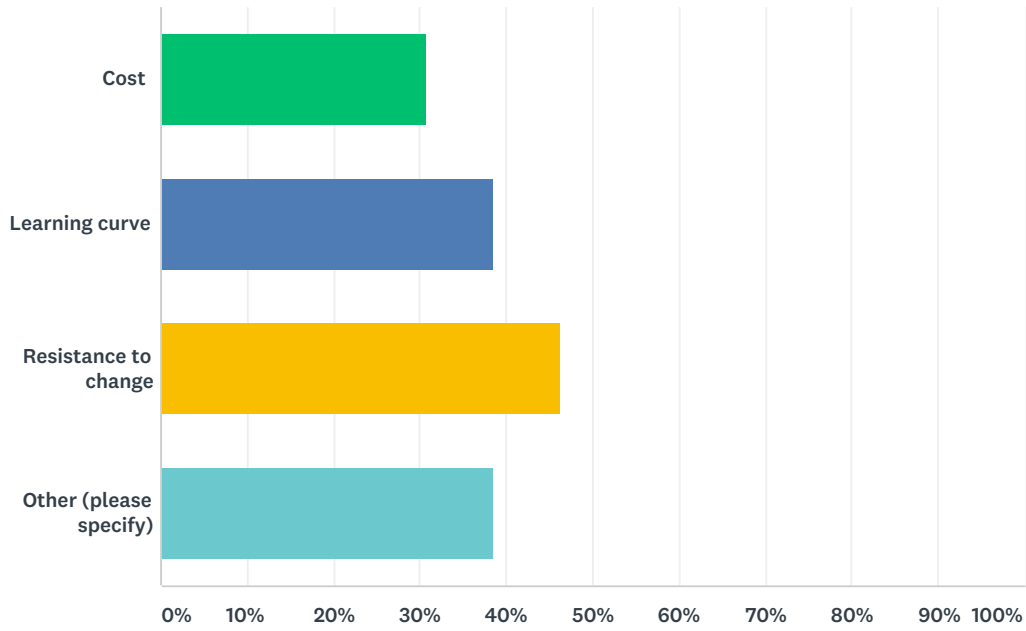
Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.28%	7
No	72.09%	31
If so, which tools? (i.e. voice-to-text transcription services)	11.63%	5
<b>TOTAL</b>		<b>43</b>

## Q24 If so, what was the biggest challenge in successfully implementing these tools?

Answered: 13 Skipped: 30



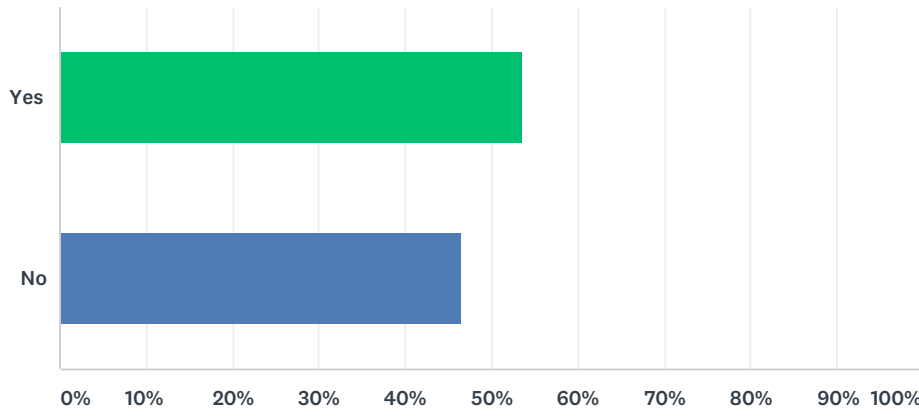
ANSWER CHOICES	RESPONSES	
Cost	30.77%	4
Learning curve	38.46%	5
Resistance to change	46.15%	6
Other (please specify)	38.46%	5
Total Respondents: 13		

Q25 16. What is, according to you, the technology that will have the greatest impact on your practice?

Answered: 38 Skipped: 5

### Q26 17. Are you considering implementing AI-based systems in the medium term?

Answered: 43 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.49%	23
No	46.51%	20
TOTAL		43

**Q27 18. What do you see as the biggest advantage to doing so?**

Answered: 31 Skipped: 12

## Q28 What is the biggest disadvantage?

Answered: 30 Skipped: 13

**Q29 19. From a technological point of view (i.e. not a regulatory, legal or international point of view), where does the biggest threat to your current business model lie?**

Answered: 37 Skipped: 6



**Q30 20. From a technological point of view, where does the greatest opportunity for growth lie?**

Answered: 36 Skipped: 7

**Q31 21. What, if any, role could FICPI play to help you regarding implementation, management, or training of IT services?**

Answered: 33 Skipped: 10