



Efficiency and Automation Initiatives

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Efficiency and Automation

- ❑ Automation of low value added processes - Decisions
- ❑ Enhance legacy classification processes
- ❑ Enhance legacy translation tools
- ❑ IT Modernization Program

Decision Automation

- ❑ We started with electronically received decisions
- ❑ The idea is to have the system undertake formality examination
- ❑ Where the system identifies data inconsistency, it is referred to an examiner for resolution
- ❑ Where the system identifies no inconsistency, the decision is inscribed, notified and published with no human intervention
- ❑ We are working on extending this approach to paper based decisions

Decision Automation

- ❑ In 2011 there were 375k decisions, with 55% arriving electronically (and processed electronically)
- ❑ In 2012 thus far, we have received 156k decisions, with 57% arriving electronically
- ❑ In 2011 we received 175k GPs, 43% electronically, 32% in the form of an electronic list (XLS) and 25% on paper
- ❑ In 2012 thus far, 46% are electronic, 36% in the form of an electronic list (XLS) and 18 % in paper

Classification Automation

- The idea is to pre classify expressions of goods and services
- Where the entire terminology in a list of goods and services has been classified before, the document is not presented for examiner classification
- Where some of the terminology in the list has not been classified before, only that terminology is presented to an examiner for classification
- We have recently initiated this process and its too early to share figures, but there is obvious potential
- Limited by the size of the classification memory

Translation Automation

- ❑ As with classification, the idea is to present to translators, only terminology that has never been translated before
- ❑ For translation we have the following legacy translation tools

MATCHES

PreTranslation

GSM Database

- ❑ We currently yield a pre translation leverage of 30%
- ❑ The limitation is the size of the translation memory

IT Modernization

❑ Modernization expectations

Web and eBusiness enabled administrative systems

Client web tools (MPM, MRS, MEA, GSM)

Self service register access for client and offices

Integrated commercial translation tool