



საქართველოს ინტელექტუალური
საკუთრების ეროვნული ცენტრი

საქპატენტი

SAKPATENTI

NATIONAL INTELLECTUAL PROPERTY
CENTER OF GEORGIA

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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, Sakpanti'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, Sakpanti 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 Sakpanti'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!