Demand for WIPO Services

Filing Activities (as at date of receipt at the International Bureau (IB))

- PCT International Applications
- Madrid Applications
- The Hague Applications

Note: National and Regional IP Offices transmit PCT and Madrid applications to the IB with a delay that ranges from a few weeks to several months. Most Hague applications are filed directly—without any delay—to the IB.

WIPO Arbitration and Mediation Center

Domain Name Cases

Business Continuity

Continuity Plans in Place

100%

Staff Working Arrangements (as at Dec. – includes impact of holiday period and mandatory work from home from Dec 23rd)

4% of workforce working on-site (% working full-time in the office on a given day)

96% of workforce working remotely

Uptime of ERP Systems

100%

Uptime of Corporate IT Services

100%

Uptime of Corporate IT Infrastructure

100%
**Productivity**

**PCT**
- Productivity: 96.6%

**Madrid**
- Productivity: 98.3%

**The Hague**
- Productivity: 75.3%

**Note:** Productivity in Madrid reflects the volume of incoming workload.

**Fee Processing - International Registration Systems**

**Productivity of Fee Processing Services**
- Note: Deposit transactions processed per staff member (December 2021 versus December 2020).

**Monthly Distribution – Madrid**
- Note: Month-to-month variations in the Madrid distribution can vary significantly due to seasonality, number of working days in a month, new Madrid members, etc.

**Monthly Distribution – The Hague**
- Note: Hague distributions in 2019 were below average due to the implementation of the new Hague back office system.
- 2020 distributions include backlogs from 2019.

**Learning @ the WIPO Academy**

**Distance Learning Course Registrations**

**WIPO Financial Performance**

**WIPO Financial Results**
- To be published following annual closure

**Filing Activities** *(as at filing date at National IP Offices)*
- Final filing statistics pending