E-Business
What is e-business for the OHIM?

The use of advanced, reliable e-technologies to improve services and information rendered to different parties whether they be in the public or private environment.
What is the situation?

e-Services currently offered by the OHIM:

CTM-Online
Oami-Online
e-Filing
Why start an e-Business programme?

- Clients need up-to-date information.
- More services in e-communication.
- Widespread use of internet in daily life (booking flights, buying books etc).
- Need for consistency between products.
Objectives?

- Consistency in e-Communication
- Recycling of data
- Daily/weekly updated data
- e-Communication extension allowing exchange of all data
- Cheaper, faster services
- More client involvement when accessing and modifying data.
Content of the e-Business programme

First wave:

Account-Online
CTM-Online 2004
e-Filing 2004

→ Improve search facilities
→ More statuses (intelligible/graphical)
→ My-Page (CTM-Online)
→ Direct receipts
→ Access to online classification
→ e-Communication from filing onwards

New services available as from September 2004
Content of the e-Business programme

Second Wave

- Online access to CTM files
- e-Payment
- EuroAce (improvement)
- RCD-Online
- E-Filing oppositions
- Search report online
- e-Renewal

New services available end 2004/second quarter 2005.
Content of the e-Business programme

Third wave and following:

- Opposition online - multilateral exchange in e-oppositions
- Appeal online
- Etc

All services bi/multilateral communication online.
Conclusions

- E-Business should allow clients to play an active role in the management of CTM or RCD file processes created by the OHIM.

- E-systems will be more and more client oriented