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.**

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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 → **Improve search facilities**

CTM-Online 2004 → **More statuses (intelligible/graphical)**

e-Filing 2004

→ **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**