



**GOAL 2.2
NEW SERVICES TO INCREASE
ADDED VALUE TO
BUSINESSES**

TIMELINE

January 2023 to June 2025

INVESTMENT

EUR 1.4 million

STAFF INVOLVED

5.4 FTEs¹

MOST IMPACTED CAPITAL²

Organisational

MOST IMPACTED STAKEHOLDER

Users

¹ Full-time equivalent

² As part of an integrated thinking approach, in 2016 the Office adopted a five capitals value creation model (human, organisational, relational, economic & environmental).

ADR DIGITAL ENVIRONMENT

This project is part of the **Expand and Broaden the use of Alternative Dispute Resolution (ADR)** programme tasked with implementing the initiatives foreseen under **Focus Area 4 of the Boards of Appeal (BoA) [Action Plan 2021-2026](#)**. The vision of the programme is to **expand and broaden the use of ADR for IP disputes** through the establishment of a Mediation Centre that offers **accessible, added-value ADR services** to users, supported by an optimal ADR ecosystem that **ensures the highest standards of ADR service and mediator competencies**, and that **fully integrates the user and stakeholder perspective**.

The objective of this project is to provide a **modern, secure and accessible digital environment for ADR** aligned with the Office tools, that will **enhance user experience** with the Mediation Centre and constitute an enabler to significantly **promote and increase the use of ADR**, while **safeguarding confidentiality**.

EXPECTED BENEFITS

- Process automation
- Accessible ADR services
- A user-friendly front office with direct links to the User Area
- Provision of an innovative and affordable complementary service for high quality dispute resolution