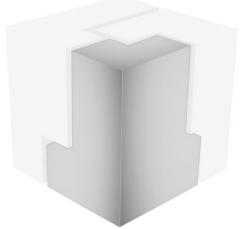




F. IPexcellence



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) <u>Action Plan 2021-</u> <u>2026</u>. 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

Disclaimer: Information provided will be updated at the end of the project.