



**GOAL 2.1
IMPROVED USER EXPERIENCE,
QUALITY AND EFFICIENCY**

TIMELINE

January 2022 to December 2025

INVESTMENT

EUR 356 thousand

STAFF INVOLVED

13.8 FTEs¹

MOST IMPACTED CAPITAL²

Organisational

MOST IMPACTED STAKEHOLDER

Users/EUIPO

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).

**IMPROVE eSEARCH CASE LAW
TOOL**

In the context of the Boards of Appeal Action Plan, under Key Initiative 3: ‘Enhancing the functionalities of the eSearch Case Law database’, the improved database will be a **high-performing tool**. It will provide a **comprehensive and searchable collection of decisions on trade marks and designs** delivered by the **Office and EU Courts**, as well as giving access to decisions on case-law in the area of trade marks, designs and other IP rights from the **Appeal Bodies of Member States’ IPOs and National Courts**. At a later stage, selected **leading case-law** on trade marks, designs and other IP rights from **authorities outside the EU** will also become available.

The tool will be the **first point of call** for internal and external users. It will meet the needs of individuals, legal practitioners, small and medium-sized enterprises (SMEs) and large companies. It will be a **single tool** and will be **free of charge**. It will allow for **efficient, user-friendly and advanced search functionalities** giving access to EU and non-EU content available **in different EU languages**.

EXPECTED BENEFITS

- Improved data quality to support the consistency and predictability of EUIPO decisions
- Better cooperation with the Court of Justice of the European Union, Member States’ National Offices and stakeholders outside the EU
- Improved reputation for the EUIPO as a leading office in terms of the quality of the services put at the disposal of its users and other stakeholders