



**GOAL 3.2
EVOLVING WITH THE DIGITAL
ERA**

TIMELINE

January 2022 to March 2025

INVESTMENT

EUR 1.7 million

STAFF INVOLVED

8.1 FTEs¹

MOST IMPACTED CAPITAL²

Organisational

MOST IMPACTED STAKEHOLDER

EUIPO

**DIGITAL PROCESSES FOR THE
EUIPO WORKPLACE**

The Digital Processes for the EUIPO Workplace project will define a pathway of improvement for the way the Office stores and manages its content by automating business processes. This in turn will improve the performance of a function, the effectiveness of the employees involved and ultimately the experience of the end user, whether they are an internal or external client.

The objectives of the Digital Processes for the EUIPO Workplace project are to digitise and automatically process information by using AI and process first design. This will enable cognitive decision-making to drive business outcomes, compliance with legal regulations, and will allow the EUIPO to respond to data requests or rectifications under the Regulation EU 2018/1725. Increasing information security and document integrity via the use of qualified digital signature is also one of the main focuses of the project

EXPECTED BENEFITS

- Increased user satisfaction
- Reduced risk of non-compliance with data protection
- Efficiency gains due to new digital processes replacing current manual tasks
- Carbon footprint reduction through the replacement of paper-based processes for automatic electronic ones

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).