

UKIPO discusses digital transformation plans, pledges to maintain deposit accounts

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By [Abhishek Kumar](#)

The UK Intellectual Property Office's transformations director called on users to actively participate in pilots being conducted as part of the IPO's digital transformation efforts. Natasha Chick told a conference in London that IPO's transformation will have a user-centric approach and the organization will continue to maintain deposit accounts despite pressure from the Treasury to discontinue them.

The UK's Intellectual Property Office is transforming its digital services with a clear focus on user feedback, Natasha Chick, the IPO's director for transformations, said yesterday.

The IPO plans to retain deposit accounts despite pressure from the Treasury to not have them as user feedback for such accounts was positive, Chick said told a conference* in London.

"The accounts will be integrated into the new system after the initial release, which currently only accepts credit card payments," Chick said.

The IPO is also introducing a new patent application interface that moves away from the traditional linear filing process, allowing users to complete application segments in any order, with clear indicators for mandatory and optional submissions. The new system will also allow multiple team members to work on different parts of an application simultaneously, Chick said.

On the deployment of AI in the IPO's internal working, Chick said the institution has developed an AI-driven allocation tool to automatically direct patent applications to the appropriate examiner groups based on technical fields, replacing the current manual sorting process that takes weeks. She added that although AI is not yet used for classifications, the technology is helpful in streamlining patent and trademark examination workflows.

Chick advised patent attorneys to remove metadata and version histories from documents when submitting documents to the IPO to comply with data privacy regulations.

Advising attorneys to prepare for the digital transition, Chick said that there is a backup system in place for urgent filings. Chick acknowledged that for law firms, the transformation will require operational adjustments and clients will have direct access to their accounts with clear discussions about responsibility allocation between attorneys and clients.

On the topic of cooperating with other organizations such as the European Patents Office and EU Intellectual Property Office, Chick said that the IPO regularly monitors the developments in these offices and collaborates with other national IP offices, including those in Canada and Australia, to share ideas and best practices for service delivery.

Chick encouraged user participation in the IPO's pilot programs and emphasized the importance of feedback in shaping new services.

"Direct feedback channels are being integrated into each service and the feedback will help the office identify widespread issues and prioritize improvements," Chick said

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Areas of Interest: Intellectual Property

Industries: Computing & Information Technology

Geographies: Europe, Northern Europe, United Kingdom

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