

Case Study: Mass Digitisation Project

IP Australia's Business Process Improvement (BPI) section is responsible for optimising IP Australia's business processes, including the systems, policies and people aspects that support those processes.

IP Australia Government



Department Profile

IP Australia is the Australian Government agency responsible for granting Patent, Trade Mark, Design and Plant Breeder's rights. It is regarded both nationally and internationally as vital in promoting innovation, investment and international competitiveness.

IP Australia also:

- Manages programs to educate and promote awareness of the benefits of effective protection and use of intellectual property (IP)
- Provides policy advice to government
- Develops legislation to support Australia's IP system, and
- Contributes to bilateral and multilateral negotiations to improve IP protection internationally

Business Objective & Background

IP Australia engaged with Fujifilm Data Management Solutions (Fujifilm DMS) to undertake a project to significantly reduce the cost of physical document storage whilst improving document retrieval timeframes as part of a mass digitisation project.

IP Australia had approximately 150,000 active Trade Mark paper case files still in use stretching back to the early 1900s. Along with this was 50,000 active Designs paper case files, all stored in a large industrial warehouse in a remote location. There was a team dedicated for continual retrieval and return of these files as per business needs.

There was an ongoing annual cost to house and transport these files, as well as a 1-2 day turnaround time on retrieving requested files.

Developing the Solution

This process was improved by Fujifilm DMS digitising the files into a common format (PDF) with the relevant metadata and then transferring them to IP Australia for storage on an existing IP Australia electronic document management system (EMDS).

The file return process was simplified by using the Fujifilm DMS ICON system link, allowing the safe and quick transfer of scanned files electronically. The paper file remnants were securely disposed of after a quality assurance period by Fujifilm DMS and thus were not required to be returned to IPA. There was an exception process for scanning and returning the occasional file that was requested by customer activity during the scanning period.

"The quality of all work produced by Fujifilm DMS was consistently very good. From our experience Fujifilm DMS used state of the art equipment, highly qualified staff and worked closely with us in setting up quality plans and processes before implementing any of our projects."

The Fujifilm DMS project managers have kept us well informed throughout all projects. Where there were exceptions to report or problems of any description were informed in a timely manner and provided with full details of any likely impacts".

- Mark Kain, Records Manager, IP Australia

Security Certified Document Handling Procedures

Securely managing highly sensitive patent documents was a critical requirement for Fujifilm DMS. Fujifilm Data Management Solutions implemented an Information Security Management System (ISMS) and is certified to ISO 27001:2006.

This certification is designed to ensure the implementation, maintenance, monitoring and improvement of adequate and proportionate security controls for the protection of information assets, and to give confidence to IP Australia and Fujifilm DMS clients in general.



Utilising the Latest High Speed Zuetschel Book Scanners

Results

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“For each project Fujifilm DMS have always provided us with access to their site whenever we required access.

When unforeseen circumstances arose during any of our projects (e.g. add additional metadata elements, add bookmarks, crop images etc) Fujifilm DMS worked cooperatively with us to provide solutions acceptable to both parties.

Overall IP Australia is very satisfied with the products and services provided by Fujifilm DMS.”

- Mark Kain
Records Manager
IP Australia

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