



Instituto Nacional de Defensa de la Competencia y la Propiedad Intelectual (INDECOPI)
Lima, Peru
www.indecopi.gob.pe

Industry:

Public Sector

Employees:

800

Oracle Products & Services:

Oracle Database 11g Enterprise Edition
Oracle Business Process Management
Oracle Enterprise Content Management Suite
Oracle WebLogic Server

Oracle Partner:

SOAIN Software Associates S.A.C.
www.swassociates.com/pe

“Oracle Business Process Manager has been a paradigm shift in process management. By digitalizing and automating our patents information services, we can now manage everything in the simplest way possible, expanding our options for the creation of new services.” – Sergio Rodríguez, Assistant Director, Inventions and New Technologies Directorate, Instituto Nacional de Defensa de la Competencia y la Propiedad Intelectual

INDECOPI Optimizes Patent Approval Management and Accelerates Customer Service Times by 40%

Peru’s Instituto Nacional de Defensa de la Competencia y de la Protección de la Propiedad Intelectual (INDECOPI), the National Institute for the Defense of Competition and Protection of Intellectual Property, is a decentralized public agency that promotes the country’s markets and protects consumer rights. It promotes fair and honest competition and safeguards all forms of intellectual property through three directorates: Author’s Rights, Inventions and New Technologies, and Trademarks.

Challenges

- Unify the agency’s technology infrastructure to create a business process management strategy, starting with the Directorate of Inventions and New Technologies (DIN)
- Consolidate the organization’s Web platform to meet new demands for software and process development, such as for patent applications
- Improve and automate information services for citizens and businesses and streamline patent procedures by digitizing documentation

Solution

- Implemented Oracle Database 11g Enterprise Edition with Oracle Partner SOAIN Software Associates S.A.C., centralizing all records relating to DIN
- Optimized patent information services with Oracle Business Process Management, automating processes to deliver expedient searches, and to create new services, such as alerts to users
- Organized information and provided around-the-clock online access to users with Oracle Enterprise Content Management Suite, reducing use of paper files by 50%
- Used Oracle WebLogic Server to develop a Web site that provides internal and external users access to DIN information, such as patent documentation, through a user-friendly interface, accelerating transaction approvals. Provided automation and online access to reduce nonvalue-added activities, such as manual document copying to obtain patents, by 85%
- Accelerated customer service times by 40% by optimizing procedures, such as searches and online information related to granting patents