



CASE STUDY – PATENT FORMS FILING AND DOCKETING

OSQS teams with its Israel-based IP patent processing Client, through a combination of outsourcing / off-shoring and consulting services, to substantially reduce operational costs, increase staff productivity, provide rolling 24-hour delivery of work-product, and enhanced customer service.

The Client:

Our Client is a leading patent and trademark firm based out of Israel that provides IP services to clients located in the US and worldwide.

The Client's Need:

Client approached OSQS looking to increase productivity and the speed of their patent processing services, in a cost-competitive manner, to more effectively compete in the IP industry. Their customer base consisted of clients looking to have

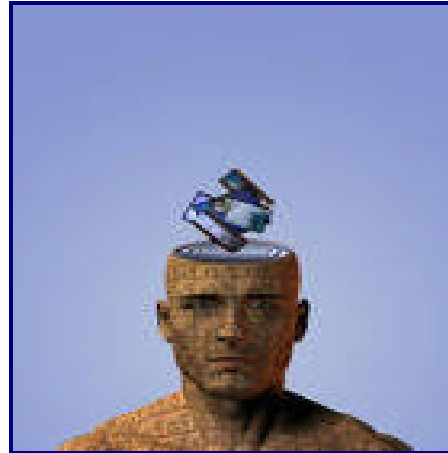
patent applications completed, filed and docketed with the USPTO, European Patent Office and World Intellectual Property Organization (WIPO). Part of the assignment was to assist Client in locating, purchasing and customizing a web-based docketing tool to give OSQS the ability to access and perform docketing remotely from India. Client emphasized the need for confidentiality and accuracy.

The Project Challenges and OSQS's Solution:

- Client was using a locally-hosted intranet docketing tool (Petros) which limited scalability and remote accessibility. The OSQS team conducted a thorough search of the marketplace for available web-based docketing software and located one that was affordable and possessed features the Client needed in a docketing system. OSQS then consulted on the customization of the tool and assisted with the transition of all data from the old docketing software to the new web-based system.

OSQS is a recognized leader in this burgeoning industry. Clients look to OSQS for customized off-shoring solutions that meet their needs for quality, efficiency and cost-savings. In addition, OSQS appreciates the concerns for integrity, security, trust and privacy and is committed to these values in our quest to provide truly uncompromising service. While we do not disclose our clients' names, we can share some information about them to show you the quality of the clients who turn to OSQS for their outsourcing needs.

- Client needed to begin the project as quickly as possible to eliminate their back-log of applications. The OSQS team went live with the assignment after only one (1) week of training on the new web-based docketing software.
- To expedite the elimination of the back-log of applications, OSQS used a team of two (2) attorneys with prior experience in completing and filing various types of patent forms.
- A third person with docketing experience was used exclusively to perform this service.
- The OSQS team delivered significantly increased speed, cost-savings and efficiency, and provided a high-quality and secure solution, by completing, filing and docketing the bulk of the back-logged patent applications.
- As part of its commitment to the Client to eliminate delays, the OSQS team provided 24-hour turn-around of the processing services. As well, the OSQS team remained available to confer with Client daily or on an as-needed basis (as determined by Client).



The Conclusion:

The OSQS technical team assisted the Client with locating, purchasing and customizing a new web-based docketing tool and the transitioning of data from the original docketing tool (Petros) to the new one. In addition, the OSQS team saved the Client more than 50% in the cost of providing docketing services compared to Client's Israel based in-house attorneys, and more than 80% in the cost of providing these services compared to their on-shore patent processing service. Further, by providing Client with a 24-hour turn-around solution, the team also increased the efficiency and productivity of the processing services by as much as 50%.

The Client was looking for professionals with a depth of experience in U.S. and global patent processing services, capable of ramping-up quickly and with little to no cost. OSQS satisfied these needs and delivered the high-quality, cost-savings and speed necessary to retain existing clients and obtain new ones. Because of its performance, OSQS continues to provide patent application processing and docketing services to Client. The Client is now looking at expanding the scope of its services to include trademark processing in the Asia region, and has turned to OSQS to be its primary partner in this endeavor.

Client Testimonial:

Your firm [OSQS] now constitutes the core of our paralegal department and so you are very important. You and your team are very intelligent, well-educated and have high levels of skill, which you apply extremely diligently. All of the projects for docketing, preparing forms and so forth have moved forward quickly, once we identified the proper software solution together. Indeed, the assistance of you and your team in identifying the proper software for docketing is a good example. We had originally considered other solutions, but with your assistance, realized that we



needed something different. If we had not had your assistance, we would not have found the excellent solution that we have today...You and your team are also creative and willing to think outside the "box" of our requests, in order to find the best solution for the actual problem (not just the problem as we imagined it). This has proved to be invaluable in our successful relationship. I look forward to continuing to work together in the future, both on our paralegal work but also on other legal work.

Dr. Dvorah Graeser
President and Managing Director
