

Enhancing Data Integrity

An IP renewals Case Study on Wellspring's Expert Onboarding and Customer Care for a US Research University

Background

A prestigious research-based private university in the United States had been managing over 150 patent cases through an established multinational patent annuities provider. Despite the provider's extensive reach, the university faced numerous challenges that compromised the reliability and efficiency of their patent management process.

Challenge Faced

The key challenge faced by the client was one of unreliable data and services:

Data Inaccuracy

The multinational provider's records were frequently inaccurate, leading to inconsistencies and confusion in patent management.

Unreliable Deadline Tracking

The provider failed to accurately display and monitor renewal payment deadlines, risking the lapse of crucial patents.

Erroneous Invoicing

There were instances where the provider accepted payment instructions and invoiced the university for patents that had already lapsed, further eroding trust.

Poor Customer Service

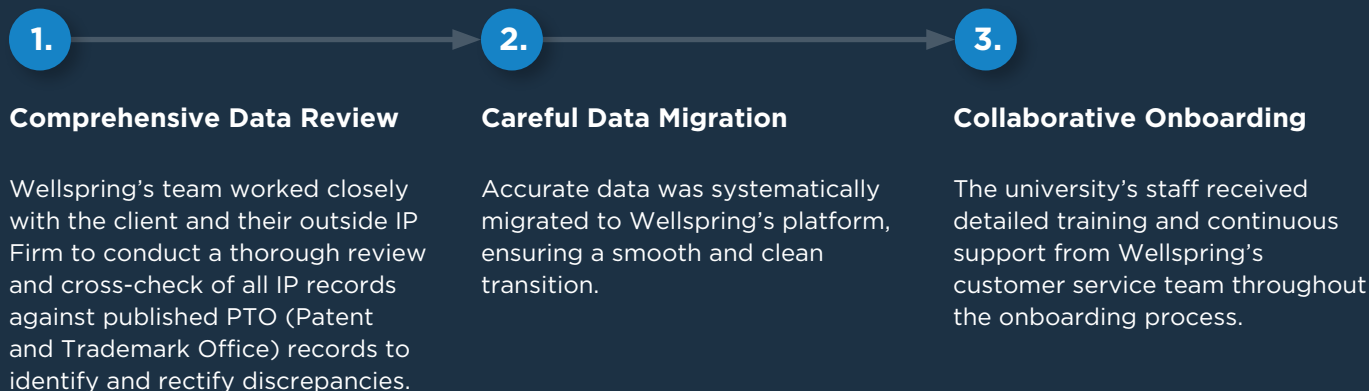
The university struggled with unresponsive and inadequate customer support, causing delays and unresolved issues.

Decision to Transition

Dissatisfied with the existing service, the university engaged in discussions with Wellspring and members of the Astria IP renewals team, to explore more reliable, software-enabled IP renewals solutions. Wellspring's reputation for end-to-end software and services solutions to Tech Transfer Offices globally, robust data management and superior customer service made it an attractive choice.

Transition Plan

The transition coordinated by Wellspring's onboarding team was meticulously planned and executed in a stepwise manner to ensure minimal disruption. Key steps included:



Results

Enhanced Data Integrity

The university experienced a significant improvement in the accuracy and reliability of their patent records.

Improved Customer Support

The responsiveness and quality of Wellspring's customer service enabled the university to recalibrate their data and reset their patent management processes quickly and without stress. They now have a responsive customer team to respond to any queries and provide friendly day-to-day support.

Accurate Deadline Management

Following the same attention to detail of the data review and migration, the university had confidence in the renewal deadlines and monitoring of their renewal data. With precise tracking of renewal deadlines and visibility of renewal deadlines directly in Sophia, the university is now able to keep on top of their renewals without the missed payments and lapses that occurred with their previous provider.

Conclusion

The case of this research-based private university underscores the importance of accurate data and reliable customer support in managing patent annuities. The Wellspring onboarding team and customer care, coupled with the IP Renewals solution, not only addressed the immediate challenges but also provided a scalable and trustworthy platform for future needs.