

BUYER'S GUIDE - How to Select the Right Product (Page 2)

ALL SYSTEMS ADEQUATELY HANDLE IP PROSECUTION AND DOCKETING

The Trap! This is the unequivocal point that sets PATTSY apart from its competitors. Whether: 1) Handling of office action extensions as they relate to holidays and weekends, 2) entry of a patent family, 3) tracking a Madrid protocol trademark application or 4) processing a final rejection, PATTSY's superior practice specific functionality will be profoundly obvious. One fact alone, however, should prove the point - a comparison of PATTSY's country law file against the equivalent file in competing systems. The content specific to a US trademark or utility patent would provide a good basis for comparison. While PATTSY contains an exhaustive collection of predefined actions, some systems contain nothing more than a handful of country specific date calculations.

DOCUMENTATION

The dead ringer! Unlike widely deployed applications, niche market products typically suffer from poor or little documentation. Because of the complexity of such products, illustrative how-to information is nothing less than critical when it comes to intellectual property management systems. While our customers enjoy unlimited support via phone or email, they can also rely on our documentation which is likely the most inclusive in the entire industry... and its not about "clicking the X icon to delete a record" or "click the binoculars to find a record." Adequate documentation covers any subject from the intricate (e.g., patent family interdependancies) to the technical (e.g., comprehensive instructions on report creation) to the obvious (e.g., how to perform a boolean search). Simply stated, the documentation accompanying a system, or lack thereof, speaks VOLUMES about the vendor and their product!