

Nathalie Lebreton is a Legal Assistant / Paralegal at Cain Lamarre. Cain Lamarre brings together more than 240 professionals active in all areas of law throughout Quebec. Thanks to Nathalie's IP experience and knowledge of PATTSY WAVE®, Cain Lamarre created a dedicated department for Intellectual Property in 2021. Nathalie takes a look back on her career and explains how PATTSY WAVE has been the trusted software for her throughout her 20-year career.

Can you tell us more about your career?

I started my career in the Litigation Department of Bell Canada in trademarks and intellectual property.

That's when I started using PATTSY WAVE for the first time. After this, I was a Legal Assistant at several firms in Quebec.

Since joining Cain Lamarre, I have been instrumental in the creation of our Intellectual Property Department for the firm. It was my combination of many years of experience in intellectual property and in-depth knowledge of PATTSY WAVE that were determining factors in my hiring. Building an Intellectual Property Department is quite a challenge. My knowledge of PATTSY WAVE has been an undeniable asset.

Can you tell us about starting a new IP Department? ?

Cain Lamarre offers a diverse range of legal services (commercial, litigation, criminal, taxation, etc.). The firm wanted to expand to Intellectual Property and have another service to be able to assist its clients. Cain Lamarre called on me to help build the department and the team. The Intellectual Property Department was launched in January 2021, and we now offer expertise in trademarks, copyright, industrial designs, and everything related to the drafting of IP contracts.

My new colleagues weren't familiar with PATTSY WAVE. So, step by step, I've put the processes in place to get us up and running. Having used PATTSY WAVE for more than 20 years already, I could easily help build an understanding of IP, IP terminology, and organize our training. This contributed to us successfully using PATTSY WAVE even by non-experts.



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What are your tasks today, and how have they evolved?

Beyond the administrative and operational tasks of intellectual property, I assist Stéphanie Thurber, Partner and Brand Manager at Cain Lamarre with many other diverse areas. PATTSY WAVE frees up time for me to further support Stéphanie with business development, contract review, customer relations, and IP portfolio management. We have developed a relationship of trust over nearly 12 years.

Throughout my career, my role has also been to identify the necessary tools to help us make informed IP management and docketing decisions. I also train staff and new docketing team members.

What impact has using PATTSY WAVE software

had?

PATTSY WAVE supports us daily in administrative tasks and management of IP: filing, docketing, communication with customers, generating letters related to trademarks, and more.

We use the software every day because one cannot afford to have a delay, even if someone is out of the office. In addition, our team members use PATTSY WAVE even when they are working remotely.

After the first phase to protect trademarks, we use PATTSY WAVE for record maintenance and IP management. PATTSY WAVE not only generates automatic reminders. The software also shows us all the history and past interactions with our clients.

PATTSY WAVE allows us to give our clients a reliable and complete view of their portfolios. For example, some of our clients have many trademarks. Cain Lamarre may manage some of their trademarks (filing, maintenance, etc.), but not all of them. Other trademarks may be handled by other agents/firms. Even if Cain Lamarre is not handling 100% of the company trademarks, we integrate their entire portfolio into PATTSY WAVE to offer the best services and a complete view of the portfolio. Thus, with each new trademark filing, we can automatically see the entire portfolio of our clients to better advise them.

PATTSY WAVE frees up time for me to further support our law firm's partner at Cain Lamarre with business development, contract review, customer relations, and IP portfolio management.

Have you compared PATTSY WAVE with other IP software solutions?

Obviously, in 20 years, I have been confronted repeatedly with other software vendors who wanted to sell us

docketing software. However, I remain loyal to PATTSY WAVE. We have compared, the pros and cons of each. We looked at and carefully evaluated each of our criteria. Based on our criteria, PATTSY WAVE was the only docketing software that met our needs entirely. It's easy to use and the visual dashboards are extraordinary. I didn't have to insist that Cain Lamarre choose PATTSY WAVE. And now that the interface is available in French, it meets all our needs including language.

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