

CLIENT SPOTLIGHT

How Thompson Coburn Improved Their IP Docketing Processes and Collaboration with AQX Law Firm

Allyson Campbell, Intellectual Property Systems Administrator & IP Docketing Coordinator at Thompson Coburn LLP, shares her experience working with AQX Law Firm and Anaqua Services. Allyson began her career in financial services and then joined the docketing team at Thompson Coburn. She now leads the docketing team and is passionate about using new technologies for process enhancements. She sat down with us to discuss how AQX helps her team improve the efficiency of their docketing processes and do more with less.

What are the challenges and pressures you face?

AC: One of our biggest challenges is achieving more with less time. We constantly focus on improving efficiency, refining our workflows, and finding the right systems and tools. This allows our team to use their knowledge and experience to serve our clients and support our attorneys effectively.

Routine activities, such as handling USPTO mail, sometimes take hours because of the multiple manual steps involved. Our team has to download all the documents and records from the USPTO, split them up, upload them into individual records, and finally docket them. We look forward to auto-processing of PTO forms and communications in AQX 11 that will help us reduce these repetitive manual tasks.

We are always looking for new technologies that can help us to be more productive and improve the quality of our work. Technology can have a very positive impact and has brought us a long way from those paper-heavy days.

Can you tell us about your current role and how your team is structured?

AC: I joined Thompson Coburn as a member of the IP docketing team and currently lead the entire docketing team. As part of my role, I continually monitor the IP workflows and pursue process enhancements and configurations. I conduct training for Anaqua users of our IP team, and I also handle administration for AQX and other IP software tools. Our docketing team has five members, each specializing in trademarks or patents, while the paralegal team has four people, each handling both.



Allyson Campbell

What capabilities do you use most in AQX, and how do they support your processes?

AC: The security profiles feature of AQX is immensely valuable and a significant time-saver for us. Previously, users outside of the docketing team had very limited access to the database. But now, we have many outside users because we can easily configure access for different levels of users. Our attorneys or other team members can easily log in, use the system, and access information instead of sending an email to the docketing team to do something.

We have also enjoyed using AQX's integrated annuity service feature. In AQX, you can easily instruct your annuity payments, which saves our team time. Plus, anyone can easily access and view the required information they need.

The interactive HyperView™ dashboards in AQX help us share reports and retrieve information quickly. For example, you can create a dashboard to get a daily or weekly snapshot of what was paid and when. You can look at many metrics, such as the number of cases or tasks, to understand and balance your workload.

Why is automation important for you, and what do you hope to automate in the future?

AC: Automation is clearly the next technology wave. We constantly seek to automate our processes to streamline operations, reduce risk, and increase efficiency.

The automation capabilities of Anaqua Connect will help us achieve these goals and collaborate more efficiently with our clients. We anticipate that Anaqua Connect will reduce the time our team spends on double docketing and make exchanging data and documents with our clients easier and more seamless.

While exchanging data with clients, Anaqua Connect automatically identifies the matter, updates docket and bibliographic details, triggers workflow, and saves the document. We identified that Anaqua Connect saves us from five potential areas of errors in the docketing process, from downloading PTO data to finally saving it on the client side.

As a part of the Anaqua Connect pilot team, we aim to automate at least 80% of manual double-docketing. We have been working with our Anaqua client director to implement automated processing and auto-docketing. We look forward to the next release of AQX 11, which will have even more powerful automation capabilities.

Are there any best practices you want to highlight that could help other clients who are just getting started in AQX?

AC: The opportunity to collaborate with other Anaqua clients through the conferences and client working groups is phenomenal. The Anaqua Client Community is a vibrant network of IP peers you can always reach out to at any time, ask questions, and benefit from their experience.

I encourage you to contact your Client Director and Anaqua's support team when you have questions. They can help you in many situations, such as when you are trying to implement changes or locate data points but do not know how or think the system cannot do it. You will learn that there could be an easy way to fix it.

About Thompson Coburn LLP

Thompson Coburn LLP is a full-service law firm with 400+ attorneys across the USA with offices in Chicago, Dallas, Los Angeles, New York, Southern Illinois, St. Louis, and Washington, D.C. The law firm provides practical and economical solutions to clients' business demands and legal challenges across more than 50 areas of law. Thompson Coburn LLP works with clients ranging from emerging companies and tech entrepreneurs to Fortune 100 corporations. Their IP team has 27 attorneys, providing all aspects of intellectual property protection, management, and enforcement.

032024