

EMC Documentum Solution for the USPTO

The USPTO is one of the largest agencies in terms of content volume across the Federal government. Due to the nature of its business, the USPTO manages over 80 terabytes of patent related content which is growing by an average of 100 gigabytes every week.

The Need

In considering the long-term needs and demands of its organization, the USPTO faced a number of significant content management challenges. Not only was its content volume growing steadily, it was disorganized across many disparate systems, resided in a less secure environment and was troublesome to access by patent examiners and other users. Additionally, the USPTO wanted to reduce the length of time of its patent approval process which relied on a manual, high touch approach. The USPTO sought a way to improve processes and technology for the production, management, security, scalability and delivery of content across its vast organization. As part of this effort, Anvil Logic collaborated with the USPTO to devise a plan to transform the existing highly manual, complex and image based USPTO system into a secure, reliable and organized text based environment that would:

- Provide an improved workflow and intelligent text processing;
- Enhance efficiency through automation; and ultimately
- Reduce the time of the patent approval process.

The Solution

The USPTO decided to invest in EMC's Documentum Enterprise Content Management system and engaged Anvil Logic in the design, implementation, maintenance and support operations of its comprehensive Documentum product family. In this effort, Anvil Logic helped to:

- Design and implement a Stable and High Availability (HA) infrastructure environment and applications interface systems (AIS) for highly complex Content Management applications on a variety of platforms (AIX UNIX, Linux and Windows)
- Act as a solution liaison between the project's and EMC technical support teams for addressing product and solution issues
- Provide maintenance of an infrastructure environment and AIS systems including development, system integration testing, functional quality testing and availability to users in a production environment
- Offer 24X7 operational support for applications
- Monitor and troubleshoot applications in the Documentum environment
- Provide Proof of Concept for new Documentum technologies

About the USPTO

The United States Patent and Trademark Office (USPTO) is the Federal agency that is responsible for granting and registering patents to inventors and businesses for their inventions and trademark registration for product and intellectual property identification. Each year the USPTO and its 10,000 employees issue hundreds of thousands of patents and registered US trademarks.

About Anvil Logic

Based in Alexandria, VA, Anvil Logic is a woman-owned small business that solves content-related business problems for our federal clients by planning, designing, and implementing enterprise content management (ECM) solutions.

Anvil seeks to optimize the value of our clients' content and the efficiency of related business processes by utilizing both open source and commercial applications such as EMC Documentum, Microsoft SharePoint, Drupal and Alfresco.