

1 TRANSCRIPTION FROM DVD
2 OF
3 PATENTS TOWN HALL
4 COLLABORATION: COMBINING EFFORTS FOR
5 IMPROVED RESULTS
6 PHARMACEUTICAL & HEALTH TECHNOLOGY DIVISION OF
7 SLA
8 Tuesday, March 28, 2006
9 The Peabody Hotel
10 Memphis, Tennessee
11 10:45 a.m.

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1 PANELISTS:
2 DIANE WEBB, Moderator
President, BizInt Solutions
3
4 JIM BROWN, Customer Services Manager
IFI Claims Patent Services
5
6 RIC SNEAD, Account Manager
Dialog, Thomson Scientific/Derwent
7
8 DAVID T. DICKENS, Director
Patent Business Questel-Orbit
9
10 ROD PINKSTON, Manager
STN Operations CAS
11
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1 D-I-G-I-T-A-L V-I-D-E-O D-I-S-C

2 MS. SCHAIRER: -- the Town Hall
3 Patents session. Diane Webb will be moderating.

4 Just a real quick couple notes.
5 Again, the feedback forms in the program, please
6 fill those out. Those are very -- we take those
7 seriously. And this will go until about 12:00,
8 and then we break for lunch after that.

9 So, okay. The Town Hall Patents.
10 Diane Webb will be moderating and taking over
11 from here.

12 MS. WEBB: Welcome to the Patents Town
13 Hall. I'm Diane Webb from BizInt Solutions, and
14 I'd like to very much thank our panelists for
15 coming today. Some of them came from quite far.
16 And they are, from left to right, Jim Brown from
17 IFI; Ric Snead from Thomson Scientific, in
18 particular representing Dialog; David Dickens
19 from Questel-Orbit; Rod Pinkston from CAS; and
20 Bob Stembridge from Thomson Scientific,
21 representing the rest of the products in the

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1 Thomson family.

2 The way we're going to structure the
3 town hall today is, I've grouped the questions
4 that I got into three major topics. We're going
5 to start with some data and editorial issues and
6 go for about 15 minutes with that. And then we
7 have a couple of interesting questions about the
8 possible merger of MicroPatent and Delphion
9 Databases. And then, we'll spend the
10 remainder -- about half an hour -- of the session
11 talking about analysis tools and some of the data
12 and licensing issues around using patent data for
13 analysis and visualization.

14 I've got about a dozen questions, and
15 some of them are fairly broad-ranging, so I
16 suspect that's going to fill up all the time that
17 we have. But if you do have a burning follow-up
18 question that you'd like to ask on a particular
19 topic that we're covering, I think we might have
20 time to sneak in a few of those using the
21 microphone in the center here.

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1 I'd like to thank Timely Data
2 Resources for covering the videotaping and tape
3 recording of the session. It is a goal to try to
4 get a transcript of this session up onto the
5 division website as quickly as we can. So
6 hopefully, you don't feel like you need to take
7 notes on every little detail that we cover here.

8 I'd like to start by having each of
9 the panelists just give a brief overview of the
10 patent products that their companies have. So,
11 we'll start with Jim from IFI.

12 MR. BROWN: Okay. Well, good morning.
13 Thank you for attending. My name is Jim Brown,
14 and I'm a customer services manager at IFI. IFI
15 is owned by Walters Clure (phonetic), and we have
16 been producing the CLAIMS Patents Databases for
17 over 50 years now. This database includes U.S.
18 patent information and published application
19 information. We also have a companion database
20 which has some very in-depth indexing for all
21 chemical and pharmaceutical documents.

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1 We also have another database that we
2 produce called the Legal Status, which shows a
3 lot of the post-issuance actions taken on U.S.
4 patents. These databases are available on
5 Dialog. They are also available on STN and they
6 are available on Questel-Orbit.

7 We are hoping that by the end of this
8 year or early 2007 to also have a stand-alone
9 platform and to also be available on Ovid. So
10 we're going to be expanding the places that our
11 data is available.

12 One of the features of the IFI
13 databases is the quality of data that we put in.
14 We've been very meticulous in assigning
15 standardization. One of the new features that
16 we've added recently is the probable patent
17 assignee, which helps you find the company that
18 owns published applications. Even though the
19 company information may not be on the face of the
20 patent, we may have that information in our
21 database.

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1 And, a lot of cleanup work to make
2 sure that we have produced the cleanest database
3 of U.S. patent information.

4 We also do some custom searches and
5 analysis for the database. So if you have any
6 specific things that you are interested in as far
7 as custom searches, you can come visit our
8 Walters Clure booth in the exhibit hall.

9 So, thank you.

10 MS. WEBB: Ric?

11 MR. SNEAD: Yes, my name is Ric Snead.
12 I've been with Dialog, or Thomson Dialog now,
13 for -- oh, since 1995. I had a brief hiatus with
14 Origin Systems, so I'm familiar with their
15 data-mining capabilities there, the Aureka.

16 Dialog is an aggregator, as you
17 probably know, and we carry 16 patent databases.
18 We have, also, patent literature located in
19 various other non-patent files or databases on
20 the system. We carry the CLAIMS information, as
21 Jim just told you. We have Derwent content. We

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1 have JAPIO, the French database. We have a
2 German database. We also carry Derwent Patent
3 Citation and a European patent full-text, WIPO,
4 World Intellectual Property Database, as well as
5 INPADOC.

6 In the non-patent literature, we have
7 patent content in a variety of databases, both
8 represented in, for example, Biosis. You can
9 find patent literature in the chemical abstracts
10 version of the database, 399, that we have here,
11 of course, on our system. So it's just a large
12 offering of content.

13 One of the things that we're fairly
14 focused on is the way we're delivering our
15 information now. It's XML-tagged, and I'll
16 explain more of that as we go along. In the
17 efforts that we're applying in terms of how to
18 handle that data in a more efficient fashion,
19 being that it's heavily XML-tagged, we're looking
20 at issues having to deal with the granularity of
21 that content, and I can talk about that later.

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1 MS. WEBB: Thank you. David, could
2 you tell us about Questel-Orbit?

3 MR. DICKENS: Yes, I'm David Dickens
4 with Questel-Orbit. I'm the director of the
5 Patent Business. I'm responsible for all the
6 development of our patent products. I've been
7 with the company for 18 years and in this present
8 position for six years.

9 Now, we're focused on intellectual
10 property information, patents and trademarks.
11 And, the databases that we have besides that that
12 focus on the core would be ones that are related
13 to intellectual property, you could say: The CAS
14 database, INSPEC, and so on.

15 We also have -- I would say one of our
16 markets is, say, the expert searcher market. We
17 have a number of files and of course a very
18 powerful system to use these files. So of
19 course, we have the World Patent File, the CAS
20 file, IFI, a number of other databases including
21 full-text databases, full-text patent databases,

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1 as well as some databases that we've created on
2 our own, one called PlusPat and one called
3 FamPat. These are international patent databases
4 that we've created, and been very successful with
5 that.

6 Now, again, in one of our markets
7 we're known as an expert service for the expert
8 power patent users, but also, we have developed
9 some products we call QPAT, focused on more of
10 the end users: Engineering, bench chemists, and
11 so on. And so we have a very easy, front-end
12 service. Of course, an annual subscription fee
13 for that.

14 MS. WEBB: Okay. Thank you. Rod?

15 MR. PINKSTON: Thank you. My name is
16 Rod Pinkston, and I'm manager of STN Operations
17 at CAS. My group has product management
18 responsibilities for STN.

19 My company, CAS, is a division of the
20 American Chemical Society, and we produce the CAS
21 bibliographic databases as well as the registry

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1 substance database. And we also are a partner in
2 an online collaboration with Germany and with
3 Japan to bring content from other providers to a
4 system called STN, and my group manages that
5 product line. We have STN -- or, our information
6 professionals using STN Express software, or you
7 can use STN on the Web, if you prefer that, and
8 we have an end user tool, STN Easy, that we
9 create for that market as well.

10 We cover databases such as IFI and the
11 WPI databases, a lot of full-text patent
12 databases, many of which are loaded in our
13 service center in Germany by our German partner.

14 MS. WEBB: Thank you. We'll finish
15 with Bob.

16 MR. STEMBRIDGE: Good morning. My
17 name is Bob Stenbridge, and as you can probably
18 tell from the funny accent, I'm the one who's
19 come quite a long way, from the U.K. --

20 (Laughter.)

21 MR. STEMBRIDGE: -- part of Thomson

1 Scientific. I'm the Customer Relationships
2 manager. Thomson Scientific is actually
3 co-headquartered in London and in Philadelphia.
4 It produces scientific literature information,
5 the Web of Science, and patents information
6 services, principally the Derwent World Patents,
7 which my colleagues have already spoken about.
8 That's essentially the premier patents
9 information abstract database, going back around
10 40 years, providing value-added information about
11 patent inventions, 13 million inventions, back to
12 the mid '60s, covering all technologies.

13 We also provide end user tools, so two
14 services in particular: The Delphion Service,
15 which is full-text search, retrieval, display,
16 document holding, and analysis tools for U.S. and
17 European PCT and German patent documents; and the
18 Market Patents, this -- together with the Aureka
19 analysis service, which again provides search and
20 display retrieval capability for those
21 collections, U.S. and European PCT, but also

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1 French and German and British documents going
2 back to the early 20th century. So, a
3 comprehensive collection of full-text patent
4 information also within the end user interfaces.

5 MS. WEBB: Great. Thank you,
6 everyone, for that overview, and we'll get
7 started with the questions.

8 The first one is from Roy Zimmerman,
9 Medtronic, and he asks -- he says, "The looming
10 Derwent World Patents Index is the largest
11 redesign of WPI ever, adding substantially more
12 content to the database than previously
13 available. Given regular problems with WPI
14 reload timing in the past, I'd like the panelists
15 to give their best estimates of WPI reload timing
16 on their respective online hosts."

17 And then the follow-up question, "What
18 impact will the reloaded data have on WPI
19 pricing?"

20 Bob, would you like to start with
21 that, and move to your right?

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1 MR. STEMBRIDGE: Yeah, I can kick off
2 with that.

3 (Laughter.)

4 MR. STEMBRIDGE: As it's relating to
5 the World Patents Index, I guess I can comment on
6 this. Yeah, as Roy rightly points out, it's much
7 more than just a reload to refresh the data, as
8 we have carried out in the past. This is
9 actually a fundamental redesign principally to
10 allow us to handle the IPC reform, which we'll
11 talk about in a minute, but we've also taken the
12 opportunity to enhance the file with a number of
13 additional data elements that customers have been
14 asking us for.

15 For example, the U.S. classification
16 system. We've incorporated that now into the
17 redesigned file. New family member subsections,
18 including original patent data such as the title,
19 the author abstracts, the main claim, where
20 that's available, and associated information,
21 such as the full names of the inventors and

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1 patent agents and so on, names and addresses.
2 So, some really useful additional information to
3 go along with the World Patents Index value-added
4 information.

5 Roy mentions that there's kind of been
6 "regular" problems. I think that's a little
7 unfair, Roy. I mean, this is not an exercise
8 which is undertaken that often because it is a
9 hugely complex undertaking, as I'm sure my
10 colleagues will attest to. Reloading this file
11 is not a trivial matter at all.

12 So, yeah, whilst there may have been
13 some issues in the past, it's possible that, you
14 know, we've moved on in terms of technology since
15 we last reloaded the file. So we're not
16 anticipating too many issues this time around.

17 In terms of release dates, I'll leave
18 my comments -- colleagues to give me the details
19 on this, but we're anticipating it sometime soon,
20 certainly during quarter two.

21 Do you want me to address the pricing

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1 issue now or should we come back to that?

2 MS. WEBB: Why don't we come back to
3 that?

4 MR. STEMBRIDGE: Okay. I'll hand it
5 over to Roy (sic.)

6 MR. PINKSTON: Yes, as Bob mentioned,
7 this is a large undertaking, certainly, for our
8 service center in Germany, who is reloading this
9 information and making it available on STN. The
10 latest information I have about the reload is
11 that they're currently targeting late April for
12 the reloaded database, and there is some
13 information on their website as to how this is
14 going to be implemented on STN. There was a
15 presentation that was done in London late last
16 year.

17 So if you go to their website, which
18 is STN- International.de, and there's an archive
19 link there on presentations. Select the London
20 presentation, and you can see what the plan is
21 for loading this file on STN and the various

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1 search fields and display formats and things like
2 that.

3 MS. WEBB: David?

4 MR. DICKENS: The file is also being
5 reloaded on Questel-Orbit, and yes, it is -- any
6 time we do a Derwent reload, it's complex. And I
7 think I've been through five, six reloads:
8 Orbit-Questel, Questel-Orbit, and -- and this one
9 is more complex, but the value added that Thomson
10 is doing there is significant, which makes it
11 significantly more difficult to load. We're
12 targeting mid May for the release.

13 One thing I would like to add is that,
14 for those of you that have searched the World
15 Patent file on various hosts and -- I used to
16 work in customer service and I know people here
17 have worked in customer service and have
18 questions from customers saying, "Well, I got
19 different results from Questel, different results
20 on STN, different results on Dialog." But
21 usually they're -- you know, it's -- they're

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1 acceptable differences.

2 I think what you'll see with the
3 reload is that the differences in the searches
4 and the results could be significantly different,
5 so it's going to be up to the vendors, along with
6 Thomson, to help explain to the users what's the
7 differences of the reloads and how it works.

8 MR. SNEAD: Yes, I've been told the
9 best that we can estimate is just Q2. So, you
10 know, we have a window of time there, so that's
11 the release of the latest reload.

12 I remember back when it was reloaded
13 when I was working at Customer Service. It's a
14 very involved process. The structure of the
15 database that's coming down the pike here is much
16 larger. The records are bigger. As Bob alluded
17 to, we're talking about a great -- an additional
18 number of fields to deal with.

19 We are giving lessons or giving
20 classes on the update of the file. Ron Camenicki
21 (phonetic) is going to be presenting those

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1 various Webexes, and if any of you subscribe to
2 the Intellectual Property Newsletter, the
3 electronic newsletter that you can subscribe to
4 at our website, Dialog.com, you can follow those
5 announcements and be made apprised of that
6 through e-mail. So I recommend that you do that
7 if you want to be informed as to what is
8 happening in that regard.

9 Next?

10 MS. WEBB: This isn't an issue for
11 you. Does anyone want to quickly address the
12 question of impact on pricing?

13 MR. SNEAD: Yeah. What I --

14 MR. DICKENS: I think there's only one
15 person that can talk about pricing.

16 (Laughter.)

17 MR. SNEAD: Yeah, I'll tell you about
18 it off the panel.

19 Yeah. In fact, as regards pricing,
20 the good news is that there is no change to the
21 pricing. Although we're adding in additional

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1 elements from the first data, the formats,
2 connect to our dial units, whatever charges will
3 remain the same. So that's, I hope you'll agree,
4 some pretty good news.

5 Also, on Dialog, if you use Dialog
6 Link 5, we're also including in-line images to
7 the -- when doing full formats at no extra cost.
8 So essentially, it's more value for the same
9 price.

10 MS. WEBB: Good.

11 MR. SNEAD: I would like to add, maybe
12 open this up for discussion or if you have a
13 strong opinion. Format 9 -- I don't know if
14 you're familiar with the formats on Dialog, but
15 Format 9 will now be giving you a very large
16 record. If you have an alert, for example, and
17 it's delivering Format 9, your recipients will be
18 receiving a lot more information. If you would
19 like to maintain the old look and feel of the
20 record, then you have to change that to Format 7.

21 That's -- if you have an opinion, it

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1 would be nice to hear back from you whether or
2 not you would like to keep Format 9 with the same
3 data content as it is now versus Format 9 that is
4 much larger with CLAIMS, with European and U.S.
5 abstracts, so on and so forth. That would be
6 good to know. You can stop by the booth and let
7 me know or you can post it on the discussion list
8 and open it up to a discussion on the discussion
9 list, because we'd like to know your opinion
10 about that.

11 MS. WEBB: That is a good topic to
12 bring up. The next question is from Christina
13 Layva (phonetic) at E-Sci, and I think this is
14 probably for most of the panel: "How are you
15 handling the IPC 8 reform and how will the online
16 thesaurus grow, if it will, to account for
17 changes over time?"

18 Jim, do you want to start with this?

19 MR. BROWN: Yes. I'm probably the
20 easiest because, again, we deal with U.S. patent
21 information only, so it's not as complicated as

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1 your international databases. But presently, we
2 have begun getting information about IPC 8s from
3 the U.S. Patent Office and we have adjusted our
4 class information accordingly to include the new
5 format. So we do accept the new format in our
6 database and it is displayed in our records.

7 Probably one of the questions that
8 looms here is, what about the reclassification of
9 IPCs? We have yet to encounter that through the
10 Patent Office information and so we have not
11 tackled that particular issue yet. But we are
12 looking at ways of making that a changeable field
13 in our database as well.

14 MR. SNEAD: Yes, Dialog is handling
15 the IPC 8. I don't know if it's -- I'm not
16 familiar with the other loads with the other
17 hosts, but the thing that I think is worth
18 thinking about is the way the group is being
19 handled within the IPC structure. It's -- on
20 Dialog, it's going to be four digits, zero
21 filling, and right now it's three. So you will

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1 see within the group field of an IPC code now --
2 if it's an eight, you'll see four. If it's
3 anything less than an eight, you'll see three.
4 And you'll actually see that within the indexing
5 as well.

6 So you can kind of realize some of the
7 challenges in terms of doing a comprehensive
8 search. You'll have to take into account the old
9 IPC 7 and so forth that's three within the
10 grouping, and then IPC 8. That's starting in
11 2006 and forward.

12 Now, we're having reclassification
13 apply to Derwent eventually. We're reloading
14 INPADOC. Retarget for that is the end of the
15 year, and that's going to actually be reloaded
16 with all the records of IPC 8. But we're kind of
17 at the whim of the various patent offices because
18 they're having to deal with this issue as well.
19 And so whatever data that we're given we're going
20 to be loading, and however they send that to
21 INPADOC, and likewise to Dialog, will be

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1 reflected in a timeframe that is set by them. So
2 that's something to think about.

3 We're also applying attributes to the
4 IPC 8. Right now there's -- I don't know if
5 you're familiar with the attributes, but it's the
6 value of the various classifications, things such
7 as -- I believe there's eight of them -- the
8 classification level, which is whether or not
9 it's seven, eight, what have you; version; class;
10 class value. In other words, is it inventive; is
11 the class related to the CLAIMS or is the class
12 related to the specification.

13 Details such as this, I recommend you
14 go to a website on the Dialog website -- a page
15 on the website called www.Dialog.com/IPC8. It
16 lists all the databases, which ones are currently
17 offering IPC 8, which ones will be reloaded, so
18 on and so forth. So it's a good site to go to.

19 And here again, Rom Camenicki will be
20 giving presentations on this topic through Webex,
21 and so this will be announced in our newsletters.

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1 MS. WEBB: Thank you. David?

2 MR. DICKENS: Yes, well, we're -- of
3 course, like anyone who deals with the patent
4 data, we're dealing with IPC 8, and I think all
5 of us here that deal with it, we have
6 comprehensive information on our website on how
7 we're handling it per database and also for the
8 updates.

9 Just to give you an overview, the IPC
10 8 started in January of this year, and we've
11 applied to all our patent databases except for
12 the World Patent File. We're waiting for data
13 there, and that'll be handled, I think, after the
14 reload.

15 But for the other files, I'd say for
16 the full-text files, and we call them the
17 national bibliographic files, we just have them
18 ongoing. If you want to do a search before 2006,
19 then you have to use the previous versions of
20 IPC. However, we are doing -- in both our
21 PlusPat and FamPat international patent files, we

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1 are completely reloading the data that we
2 received from the EPO. This is for the back
3 file, going back into the early 20th century.

4 And this is in progress. There are 50
5 million changes that need to be done, and we've
6 done about -- it's close to 10 million so far,
7 and expect to have the entire back file completed
8 by the end of April. So this means, with both
9 PlusPat and FamPat, that if you're searching the
10 IPC 8, you can search the entire back file. So
11 it's excellent for prior record searching.

12 Also, you'll be able to do the same
13 with the World Patent File because that will be
14 handled -- once we receive the IPC 8, we will
15 also be receiving reloaded data. So, with the
16 IPC 8, it's revised and so -- in PlusPat and
17 FamPat and in the World Patent File, they will be
18 revised for the back file.

19 One of the questions is the online
20 thesaurus and how this will account for changes
21 over time. Well, we have experience at Questel

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1 for making modifications of classifications, and
2 this was with the European Patent Office, ECLA,
3 and also the U.S. Patent Office, the U.S.
4 Classification codes. So we have a great deal of
5 experience in this.

6 But one of the questions -- I think
7 the question is really, well, how are customers
8 going to track it if they're running, let's say,
9 an alert and there is a change in classification?
10 How will they know that there's a change in this
11 classification?

12 And this is something that we're
13 working out with WIPO, that we've brought to
14 WIPO's attention. I mean, I guess it's --
15 probably for the last two years, we've had
16 meetings with both WIPO and the EPO on the
17 handling of the IPC 8. What WIPO said is they
18 will make this file available on their website
19 and also to the vendors three months before
20 changes are made to the files. So you can -- we
21 anticipate that you can run an alert in this file

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1 to see if there is going to be any changes for
2 your particular classification.

3 MS. WEBB: Rod.

4 MR. PINKSTON: As David mentioned, we
5 also have a status on our website, on our
6 homepage, about the IPC reform. And so that's
7 where we're pointing people if they want to know
8 where we stand with any of the files, with any of
9 the formats within the files.

10 Also, as you enter patent databases,
11 we provide some information about where we are
12 with the IPC reform within that database.
13 Customers have expressed an interest in rolled-up
14 cores, and we are planning to provide that and
15 we're evaluating that at this point. And so I
16 would just say, check the reform pages on our
17 website for where we stand with that.

18 With respect to the classifications,
19 we have completed some classifications and some
20 files. This is the large, 50 million-plus back
21 file that we're applying. We've completed the

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1 reclassifications in USPATFULL and USPAT2, the
2 Archive, INPADOC, and RUSSIAPAT, and we're
3 currently in process with CAS databases CA and
4 CAplus.

5 You can also check the
6 reclassification status in any of the databases
7 by entering "Help Reclass" and an arrow prompt,
8 and that will give you the status.

9 Also, if I could address the question
10 about the thesaurus, we've implemented this in CA
11 and CAplus, and we've also implemented this in
12 some other databases as well. We plan to broaden
13 the thesaurus access throughout the patent
14 databases. Again, the reform pages on our
15 website indicate which databases have that
16 information available.

17 And then, when we obtain updates from
18 WIPO, we'll make that available as soon as we
19 can. It's our understanding that April is the
20 first -- about that time in April -- sometime in
21 April is when we're supposed to see the first

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1 updates of that.

2 MS. WEBB: Thank you. Bob, do you
3 have any wrap-up comments on this topic?

4 MR. STEMBRIDGE: Yeah. I guess
5 everyone has spoken pretty much in detail about
6 how the changes are being implemented. I guess,
7 just to take a little step back and just to say
8 what's happening, the international patent
9 classification is a classification system for
10 patents which has been around since the mid '70s
11 and it's undergone a number of revisions over the
12 course of time. Up until the beginning of this
13 year, it was in its seventh revision.

14 The point being that every time it was
15 revised, it was revised from that point forward,
16 so that if you wish to search back over time you
17 have to consult seven different divisions of the
18 international classification.

19 With the reformed IPC which was
20 introduced first in January 2006, they're going
21 to go back and classify the whole back file, so

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1 it just makes it a whole lot simpler to use this
2 classification system, which is a really
3 important and useful classification system. It's
4 got around 70,000 classes, so it's pretty
5 detailed.

6 The other thing that they've done is
7 to actually create a simplified version, the core
8 version, which comprises around 20,000 codes, and
9 that will help you just to kind of do general
10 retrieval of subject areas without needing to go
11 to the kind of completely in-depth level. So
12 that's one of the kind of attributes, whether
13 it's a core or advanced class. That's one of
14 these so-called attributes.

15 Now, in terms of how this is being
16 handled within the value added World Patents
17 Index database, what we're doing is creating new
18 fields for the reformed IPC together with the
19 attributes so that you can choose to search using
20 those attributes if you wish to. We're also
21 retaining the original classification from one to

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1 seven, if you want to use that. So, in other
2 words, you have kind of full flexibility to
3 search whatever version of the IPC that you have
4 in front of you, and you have that ability to use
5 the granularity but you can also just use
6 whatever you have in front of you to retrieve
7 patent information going back.

8 And similarly on Delphion and the
9 MicroPatent services. We're handling it in a
10 similar way.

11 Just to address the question quickly
12 about the growth of the thesaurus, one of the
13 kind of unstated aims of WIPO in introducing this
14 reformed classification is to, over time, reduce
15 the workload on the individual patent offices who
16 operate their own classification systems. For
17 example, the U.S. Patent Office runs the U.S.
18 class and the European Patent Office runs the
19 ECLA system.

20 So that, one of the kind of unstated
21 or one of the longer-term objectives, if you

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1 like, is to reduce the workload on those patent
2 offices by creating a class -- an internationally
3 agreed classification system which can replace
4 those national systems. And so, over time it's
5 intended that the thesaurus will grow because,
6 for example, the ECLA, the European Patent Office
7 classification, is around 120,000 codes at the
8 moment. So with the IPC currently at 70,000, in
9 order for it to replace you can see that it's
10 going to have to kind of have some increasingly
11 granularity going forward. So over time it will
12 actually grow, but again, you know, all of my
13 colleagues -- I'm sure the indexes will be -- we
14 will be handling those as we go forward.

15 MS. WEBB: Great. Thank you, all of
16 you, for addressing that question.

17 We'll move on from data issues to
18 discussing some higher level issues. We have a
19 question from Carl Fronson (phonetic) at Organon
20 in the Netherlands. "Does Thomson have plans to
21 merge MicroPatent and Delphion into one database?"

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1 There are currently two platforms for end user
2 searching, and it would make sense to merge them
3 into one end user tool."

4 Bob, I think this is probably your
5 question.

6 MR. STEMBRIDGE: Surely. Not me
7 again. Okay. Yes, we've been busy working on
8 plans for these services ever since they came
9 into the Thomson stable, and the first stage in
10 that process is actually to go back to the
11 customers and consult and ask about what
12 customers feel we should do with these services.
13 So we've done that. Actually, what we've heard
14 is that -- exactly what Carol outlines here, that
15 it makes sense to bring these services -- two
16 services together in some way.

17 However, we also heard that there are
18 features and capabilities of both of the services
19 that customers would like to keep. So, what do
20 you do?

21 Well, what we've determined to do is

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1 to actually maintain and support the existing
2 services through to the end of 2007 so that there
3 will be no changes to those services until the
4 end of 2007. At the same time, whilst we're
5 maintaining and supporting those, what we are
6 doing is actually to develop a next generation IP
7 solution which, in consultation with customers
8 again, will be taking the kind of best elements
9 of both the Delphion and the MicroPatent services
10 going forward to create a next generation, new
11 solution.

12 That's currently in development. The
13 product vision for that includes comprehensive
14 patent data sets, search retrieval capability,
15 analysis and visualization tools, PDF and data
16 downloads, work flow and collaboration functions
17 as well -- so we'll be looking at supporting the
18 IP work flow process within an organization --
19 and some administration tools as well, because,
20 again, that's what we've heard from customers are
21 important in a tool like this.

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1 In terms of the foundations for that
2 new solution, those are already being laid. What
3 we're doing is actually working on a data
4 consolidation project to create a single
5 full-text patent database that will be used by
6 Delphion, Patent Web, and Aureka products for now
7 and later on in the next generation service.

8 So we're really very excited by these
9 developments, and we'll continue to consult
10 closely with you to ensure that we develop the
11 best solution possible.

12 MS. WEBB: Thank you. Actually, I'd
13 like to ask if anyone has any follow-up questions
14 or any comments to make on this topic that they'd
15 like to bring up at this point?

16 (No response.)

17 MS. WEBB: Elise Turner (phonetic)
18 from Merck has a follow-up question. She says
19 she's "curious to hear the impact Thomson Pharma
20 and the MicroPatent-Delphion integration will
21 have on services and prices in the market in

1 general." So this is a question, really, for the
2 other panelists. Would anyone like to take a
3 stab at that?

4 MR. SNEAD: Well, I'd like to add, you
5 know, the concept of subscription-based pricing,
6 the idea of seek-based pricing that seems to be
7 driving Thomson Pharma, that's something that
8 Dialog is beginning to adopt in terms of open
9 licenses, site licenses. We have what we call a
10 Choice Program where you can actually subscribe
11 to groups of databases at a set price. So, you
12 know, just to kind of -- the discussion seems to
13 be moving in that direction, you know, that sort
14 of a pay-as-you-go type of model, more of a
15 subscription-based pricing. That seems to be
16 what's driving this.

17 Anybody else?

18 MS. WEBB: Last chance for questions
19 on this topic?

20 MR. DICKENS: Yeah, let me --

21 MS. WEBB: Okay.

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1 MR. DICKENS: Sorry, Diane.

2 MS. WEBB: Thank you, David.

3 MR. DICKENS: One of the things --
4 it's mentioning Thomson Pharma and MicroPatent
5 and Delphion and the impact on the business --
6 the patent world. But there are some things that
7 are also very important, and this is competition
8 from the patent offices: The U.S. Patent
9 Office, the EPO with Esp@cenet, WIPO has a
10 service. This is also competition, where it's
11 free data. Now, you can't do the comprehensive
12 searches or the aggregated data like you can do
13 on many of the other services, including
14 Questel-Orbit.

15 So this has an impact on the services.
16 Also, the pricing, because in some ways it's
17 getting very competitive with the pricing. So
18 even though you're adding value to the databases,
19 which we have done, it helps keep the prices
20 down. In some ways, it may restrict innovation.
21 This is one way that we look at it.

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1 So, going back to the pricing, what
2 we've heard from the customers -- this is also a
3 question later on -- is that, yes, the typical
4 Questel-Orbit pricing plan was connect hours,
5 record costs or record charges, then charges for
6 analysis, and so on. So what we've been moving
7 to is more of a fixed fee, and this isn't just
8 for a subscription product like our QPAT for end
9 users but also for the experts, because this is
10 something that they can appreciate, where they
11 can do some -- a lot more searching and downloads
12 at a fixed cost.

13 MS. WEBB: When we were putting
14 together this panel, there really was a question
15 of who the representatives should be. We could
16 have had eight representatives from Thomson. We
17 did not include representatives from the national
18 patent offices or some of the other players in
19 this field. There was actually a heated debate
20 on the PAUG list about the makeup of our patents
21 panel. It was difficult to find the key people

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1 that we really wanted to have here.

2 Let's move on to talking about
3 analysis tools and the broader set of issues that
4 are related to those. We have a question from
5 Malita Bush (phonetic) at Ethicon: "I'm
6 wondering if each of the member would take a
7 moment to talk about what their companies are
8 doing to meet the demands for next generation
9 products in the area of patent mining and
10 visualization."

11 Now, I'm sure that each of the panel
12 members could do an entire presentation on this
13 topic, and since we have limited time, maybe you
14 could pick one highlight that your company is
15 working on in this area and talk about that. Why
16 don't we start with Jim?

17 MR. BROWN: The CLAIMS Database, as I
18 mentioned in my opening remarks, we have some
19 very in-depth indexing for our chemical and
20 biological type of documents that we have in our
21 databases. And this is what we do -- this is one

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1 of the features that we use when we build some of
2 our custom searches. We get a lot of requests
3 for custom searches, be it analysis. We don't
4 have any standalone visualization tools as of
5 today, or data mining, other than our indexing
6 and our quality standardization of our assignee
7 information. But when we do our custom searches,
8 we can pull the various parts of information
9 together to provide exactly the type of product
10 that you're looking for.

11 So, if you have any questions about a
12 specific type of analysis that you would like,
13 certainly, please, feel free to visit our booth
14 downstairs.

15 MS. WEBB: Ric?

16 MR. SNEAD: Yes. I alluded to this a
17 little bit in my introduction. This is an area
18 that Dialog has focused on now for the past
19 couple of years, the XML tagging of our content
20 across all of the information that is delivered
21 off the platform.

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1 Our initial attempts have run into, as
2 you're fairly aware, just the granularity of the
3 Dialog indexing. We've indexed to that level
4 with regard to tagging, XML tagging, and I don't
5 know how many have tried to produce templates off
6 of our content and run into some of the issues of
7 just developing those templates.

8 We've come up with an approach where
9 we're going to define six what are called
10 document design definitions, and one of those
11 will be for intellectual property. The hope is
12 that once we come up with these XSDs, as they're
13 calling them, this will allow developers to take
14 our information and more readily apply it to
15 third-party applications such as text mining and
16 so forth. So we're looking forward to that.
17 That will be targeted towards the end of the year
18 here, predominantly -- most of our content will
19 be able to have tagging at that level.

20 MS. WEBB: We're looking forward to
21 that for BizInt Smart Charts, I can tell you.

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1 MR. SNEAD: Yes.

2 (Laughter.)

3 MS. WEBB: David.

4 MR. DICKENS: Well, we have a couple
5 of products already out on the market that deal
6 with patent mining and visualization. In some
7 ways, they're integrated together. One of them
8 would be -- one of our products is called Patent
9 Examiner, where you can import into this product
10 full-text patents grouped by a FamPat family
11 record. From that you can do some text mining,
12 highlighting. Then, also, on the -- I would say
13 on the right side of the screen you would have
14 the patent -- the facsimile of the patent, so you
15 can look at the -- you can flip through the
16 drawing pages and so on. So this is both a data
17 mining and a "visualization" -- visualization
18 tool. Excuse me.

19 (Laughter.)

20 MS. WEBB: That's why a picture is
21 worth a thousand words.

1 (Laughter.)

2 MR. DICKENS: I'll try not to say that
3 word again.

4 Another tool that we put out a couple
5 years ago is called Pat Reader. One of the
6 problems that we've seen that some of our
7 customers have said to us is that there's so much
8 more data to go through now because it's such a
9 commodity, especially with the full-text data,
10 and they have to read through everything. You
11 know, you can get the facsimiles, you can get the
12 text that you can search, but they're just
13 inundated with data and it's difficult to find
14 the key content of, say, a full-text patent.

15 So we're working with one of our
16 partners, Lingway, and they developed a product
17 with us where you can -- you have the -- I would
18 say the full text, not the facsimile in this
19 case, but you would have the full-text patent.
20 It goes through and it highlights the key
21 content, the advantages, the object. Also, some

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1 things that are embedded in the text, like patent
2 numbers, which don't show up in the cited
3 references, or companies, or product names.

4 All of this is on -- I would say on
5 the left side of the screen, kind of like a table
6 of content. Then, on the right side, you have
7 the actual text of the patent. So what you can
8 do is you can click on the items on the left and
9 then you can see it in its context of the
10 full-text patent.

11 This has been a very successful tool
12 for us, but to take it one more step is that the
13 customers say, "Okay, great. This is great, but
14 what we would like you to do is take this data
15 that you've identified in these full-text patents
16 and make it searchable." So that's what we
17 started working on about a year ago, and we've
18 added this key content into our FamPat database
19 about a month ago. No, it was three weeks ago.
20 And so now it is -- the key content is both
21 searchable and displayable.

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1 One other thing is, you talked about
2 data mining and that other word, but one thing
3 that --

4 (Laughter.)

5 MR. DICKENS: -- that sometimes you
6 forget is, not everybody is fluent in English.
7 This is another aspect that we've been looking
8 at, is not just machine translations but also
9 translating searches or interpreting searches,
10 where someone can get into one of our products
11 and search a German term and we would translate
12 that and search that. So this is another aspect
13 of it.

14 MS. WEBB: Thank you. Rod?

15 MR. PINKSTON: Yes. One thing that
16 our customers have been telling us recently is
17 that the searching that they do on a regular
18 basis, you know, you get a few good answers. A
19 hundred or two hundred is oftentimes fine, but
20 sometimes the information that they're being
21 asked to provide means that they have to take a

1 lot of information and try to derive some
2 knowledge from that, some pattern, some piece of
3 information.

4 And so we launched last July a product
5 called STN AnaVist, and that's our first ANV
6 tool -- I'm not going to say that word -- ANV
7 tool. And currently, this tool allows you to
8 look at CAPLUS content and the USPTAFULL
9 databases and PCTFULL. So it's -- it accepts
10 patents as well as non-patents for ANV.

11 And what this tool allows you to do is
12 to look at a research landscape in a picture form
13 and then derive charts and other pieces of
14 information from that that are linked so you can
15 see relationships in the data. Really, what
16 we're trying to do is allow you to look at that
17 information and then follow your thought and not
18 have to worry about command language and things
19 like that. It's a point-and-click interface, and
20 it is on display in the exhibit area.

21 We've also added our company name

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1 thesaurus because data standardization, we've
2 been told, is very important for this product,
3 whether it's a company standardization or
4 technology-type standardization. So we've added
5 the company name thesaurus and also our CAS
6 vocabulary to standardize that among files that
7 might not have any indexing, like full-text for
8 example.

9 Most recently, we've added
10 collaboration features to that. Again, users,
11 when it first came out, wanted the ability to
12 share this information with others in their
13 company, and so for sharing with end users we've
14 added a collaboration feature so that you can
15 send these visualization -- oh, there I said
16 it -- projects to the end user to review and
17 then, also, to create reports for management,
18 whether it's a one-page report or a detailed
19 report, to actually take that data and put it in
20 a report with basically pressing a button.

21 And so this is what we've done in this

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1 area. I think you can expect more content and
2 more enhancements in the future.

3 MS. WEBB: Thank you. Bob.

4 MR. STEMBRIDGE: You've set us a tough
5 target, only one highlight.

6 (Laughter.)

7 MR. STEMBRIDGE: There are so many.
8 Okay. Let me talk a little bit about Thomson
9 Data Analyzer, which is one of the analysis tools
10 that we've provided for the last couple of years,
11 and enhancements to that. Basically, it's a tool
12 which we've developed in conjunction or
13 collaboration, in keeping with the theme of the
14 conference, with Vantage Point. It allows you to
15 take a data set and to have different views on
16 that: Rankings, charts. And it's interactive,
17 again. So, by clicking on various bars on the
18 charts, the data set reflects the bar chart that
19 you're looking at.

20 What we've done with that, actually,
21 is to create an upgraded version, a Version 2 if

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1 you like, which we've just made available, called
2 Thomson Data Analyzer. And what we've done there
3 is to actually increase the number of content
4 sets that you can use. So, in addition to WPI
5 data, we've added a number of import engines that
6 you can use to import other kinds of data. You
7 can create your own filters to do that.

8 And it now enables you to -- out of
9 the box to use stuff from Delphion, Patent Web,
10 Aureka, STN, Dialog, Questel-Orbit. So it's very
11 flexible in terms of the content sets that you
12 can import.

13 The other tool which I should mention
14 is the Aureka mapping and visualization tool
15 within the MicroPatent services. That's
16 essentially a mapping tool to take a corpus of
17 patent information and to cluster those into a
18 visual map -- I won't say "visualization," or I
19 just did -- into a visual map to allow you to
20 identify common groups of technology in a visual
21 way.

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1 We've recently upgraded that to
2 include support for Acrobat 7, Vivisimo upgrade,
3 and, with the IPC reform, we've also now
4 introduced a query box which allows you to
5 interrogate the underlying data set for using the
6 visualization tool.

7 So in terms of where we're going with
8 this, I mean, I mentioned that we're developing a
9 next generation tool, and that will very much
10 take all of the elements that we have currently
11 within the existing ANV tools and to build on
12 those, again in consultation with customers, to
13 take the best of what we have and to build on
14 that.

15 MS. WEBB: Okay.

16 (Recording interrupted) -- "large
17 numbers of records for analysis or text mining at
18 a lower than per-record cost, keeping in mind
19 that we would not be looking at the individual
20 records but rather at the results of an analysis.
21 And, what licensing terms can you give us which

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1 would allow us to use the data in third-party
2 text mining and analysis tools?"

3 I'd like Rod to start with this one,
4 keeping in mind that the question is third-party
5 tools.

6 (Laughter.)

7 MR. PINKSTON: Thank you for that
8 emphasis.

9 (Laughter.)

10 MR. PINKSTON: We do -- in these cases
11 of subscription pricing or fixed pricing, we do
12 tend to work with our customers on an individual
13 basis. So, you know, I would say, talk to your
14 account consultant, and the account consultant
15 will be talking with us, and then we basically,
16 you know, talk with you about it. So we just
17 don't have anything to announce on our websites
18 publicly about it, but we work with companies on
19 a case-by-case basis.

20 We do understand the need to use data
21 within third-party tools. We -- this past -- I

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1 think late last year we had some changes to our
2 data reuse policy which basically did allow the
3 use of CAS data to be extracted and used in
4 third-party analysis tools. And currently, this
5 is done using STN AnaVist. You have to pass it
6 through STN AnaVist, which creates a CSV file
7 which can then be used in third-party analysis
8 tools.

9 Again, this is pay-as-you-go, but if
10 you have -- if you're interested in large amounts
11 of data, you should contact your account
12 consultant and discuss that with us.

13 MS. WEBB: Okay. Thanks. I'm going
14 to let the other panelists address this, and then
15 we'll throw the floor open for questions.

16 Jim.

17 MR. BROWN: My turn. In terms of this
18 particular question, the thing that we have to
19 concern ourselves with is really the use of the
20 data itself. We presently -- our connect charge,
21 hourly connect charge, and print displays, and if

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1 there is need for downloading large numbers of
2 records, again, you should probably talk to one
3 of the IFI reps and we'll see if we can work a
4 deal with you.

5 This is close to the line of fixed
6 fee, which we have -- I know is an issue that
7 everyone is very interested in. IFI has
8 historically not dealt with fixed fees, but I
9 will say that in the last year or two we have
10 started to really get a lot of interest from our
11 customers for some fixed-fee options.

12 And so we have had some talks with the
13 vendors and we are going to see what we can do to
14 provide that information for you on a fixed-fee
15 basis.

16 So again, what you need to do today is
17 to talk to the IFI rep if you're interested in
18 archiving large amounts of data or any sort of
19 fixed fee information.

20 MS. WEBB: Thank you. Ric?

21 MR. SNEAD: Here again, we are

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1 handling this through site licenses and also the
2 data provider of the particular database. The
3 site licenses within the Choice Program, I
4 think -- I don't know the number of databases,
5 maybe 80 or 90, but the number seems to be
6 growing over time. We're adding files to that
7 program. It could be as few as five users or as
8 many as enterprise-wide. That would be the way
9 we would deal with that type of pricing
10 situation.

11 MS. WEBB: David.

12 MR. DICKENS: As I mentioned before,
13 we have a fixed-fee plan for the patent
14 databases, say, which Questel-Orbit produces,
15 including FamPat. And we understand that there
16 is a difference between a fixed fee for someone
17 searching and displaying and also someone wanting
18 to do text mining analysis on large amounts of
19 data. So we're very flexible with those plans,
20 but again, this is with the data that -- the
21 databases which we produce. Of course, if you go

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1 outside of that, you have to talk with the
2 various data producers.

3 MS. WEBB: All right. Bob, do you
4 have any comments on this?

5 MR. STEMBRIDGE: Yeah. In fact, we
6 offer not one arrangement but two. So the first
7 arrangement is a license arrangement for
8 downloading data for further analysis at lower
9 than per-cost record -- the per-record cost.
10 That's the Thomson Data Analyzer license. So
11 essentially, that allows you to download data for
12 use within the Thomson Data Analyzer.

13 The way that works is that we issue a
14 special ID for users, using the online host of
15 their choice for download, and those IDs have
16 limited functionality just for that. So that
17 enables downloaded data analysis at license rates
18 instead of the full record cost.

19 Now, if you want to import into other
20 analysis tools, that's fine. There are no
21 restrictions on taking our data into other

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1 analysis tools. For that, we do actually provide
2 what's called an open access license, and that
3 provides downloading of data for analysis for
4 regular user IDs in return for a fixed annual
5 payment. So, a kind of fixed-fee arrangement.

6 Again, you know, the pricing of those
7 is not actually published, but it is placed on
8 volumes, and if you want to know more, speak to
9 your account rep. They'll be very happy to talk
10 to you.

11 Both of those arrangements are lower
12 than per-record cost, but the Thomson Data
13 Analyzer license is a little more cost effective
14 than the open access license.

15 MS. WEBB: Okay. Thank you very much.
16 I'll throw the floor open to questions, if anyone
17 has them. Please come up to the mike and tell us
18 your name and company and what your question is.

19 MR. BROWN: Don't be shy.

20 (Laughter.)

21 MS. WEBB: Are all of you going to be

1 staying for the rest of the meeting, or are you
2 running off to catch planes?

3 MR. BROWN: Plane.

4 MS. WEBB: Planes?

5 MR. STEMBRIDGE: Plane later.

6 MS. WEBB: Doesn't anyone want to --

7 MR. STEMBRIDGE: If I'm not around, my
8 colleagues are, so.

9 MR. BROWN: Allison has a question.

10 MS. WEBB: Thank you.

11 AUDIENCE MEMBER: I just wonder what
12 you all think about the -- he mission of the
13 patent offices around the world is to provide
14 public access to public knowledge, but the cost
15 of searching and analyzing and finding the
16 information you want, you know, gets more and
17 more expensive. How is that -- how do you see
18 that -- what do you think the future of that --
19 of cost increases and the cost of searching and
20 pulling out the relevant information is going to
21 be in the future, you know, as opposed to this

1 mission to provide the public with everything?

2 MR. BROWN: Personally, I would say
3 that I think there's always going to be a market
4 for the raw data. I think there's always going
5 to be people who will go on to the U.S. PTO site
6 and search for free, or the Esp@cenet site and
7 search for free. Our distinction again is the
8 difference between just the raw data and the
9 clean quality data. You do get results when you
10 search for free, but you'd be surprised at what
11 it is that you capture when you're using a value
12 added database as opposed to a raw data database.

13 Both of those do have value and I
14 think that both of those will succeed in the
15 future. It's just a matter of the customer's
16 preference and their comfort level. Some people
17 feel very comfortable doing a Google search. I
18 don't know how, but they do. Whereas, you know,
19 in our database, you know, because of the quality
20 of data, they find that they find records they
21 just don't find in other systems.

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1 So, for that value, you have to pay
2 for it. It's not free. You get what you pay
3 for. And so I think both systems will certainly
4 succeed in the future.

5 MR. STEMBRIDGE: I think, just as an
6 adjunct to that, in fact the mission of the
7 patent office is to examine and grant patents.
8 It's not to actually provide information. That's
9 a byproduct of what they do. As part of that
10 process, they are required to lay open and,
11 obviously, the most effective way of doing that
12 is via the Internet, but that's actually not
13 their prime mission.

14 MR. PINKSTON: I'd like to also jump
15 in here with adding some more information on what
16 Jim was talking about, the value add that many of
17 the database providers actually -- or, producers
18 provide. What we've seen is that that value
19 added, for example for CAS indexing, having
20 scientists back at CAS adding -- in their own
21 area of expertise providing this value added

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1 indexing has been very important for our
2 customers.

3 We've added indexing to the U.S. --
4 that indexing to USPATFULL, for example. So
5 we're embellishing full-text patent databases
6 with CAS indexing where we can, where it makes
7 sense. Chemical ones, too. And our customers
8 are telling us that that's very important to
9 them, and of course, that's more expensive.

10 But as Jim mentioned, there is always
11 going to be a certain number of users who will
12 look for the Google searches. You know, there is
13 a time and a place for all of that, but I don't
14 see the value add. I don't see the more
15 expensive information going away, at least, you
16 know, in the near future.

17 MR. SNEAD: You know, I imagine what
18 you find on the Web with the individual patent
19 offices, they have a mandate to provide this
20 information but they don't have, really, a
21 mandate to allow -- to do the sophisticated

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1 things that the customer is asking to have done,
2 and that's where vendors, people that provide
3 this information and the services, come into
4 play.

5 I think, you know, the value add is
6 the key element that's going on here, and that's
7 what driving the businesses that we represent.

8 MR. DICKENS: I agree. It's not just
9 the value of the data but it's the value add of
10 the search engine, what the various search
11 engines can provide over the free service, the
12 patent offices, or Google.

13 But just to go back on this, I mean,
14 yes, I mean, we all know that there are end users
15 that are using the free sites, but does this help
16 you do your job? Does this make the end user a
17 little more educated on how difficult it is to
18 find the right information?

19 MR. STEMBRIDGE: Here's a thought.
20 Free information, there's zero responsibility on
21 the provider to provide that information, whereas

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1 if you're paying for it, then the responsibility
2 of the data provider is pretty heavy because you
3 pay for that information, so therefore the
4 provider has a responsibility to provide that to
5 the best quality and the best way that they can.

6 So, I think, you know, as my
7 colleagues have said, you know, in terms of the
8 value added information services, there will
9 always be a place for that information going
10 forward.

11 MS. WEBB: Okay. We will wrap it up
12 with one last question here.

13 AUDIENCE MEMBER: I was going to say,
14 I think my question is pretty much what you were
15 just saying, and that is, do you see more of a
16 demand for end users that are not patent
17 specialists? And, the value add that you have,
18 can it address both that novice searcher's need
19 as well as the expert patent searcher? Or, is it
20 really only for the patent searcher because it is
21 so complicated that you can't make it really

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1 accessible to the novice user?

2 MR. DICKENS: Well, I think all of us
3 have products that are targeting the end user or
4 the patent novice in some ways. With our QPAT
5 product, this is one of our targets. Built in
6 that -- into QPAT are other tools that will help
7 the user. But in a lot of companies that I've
8 seen where you have end users -- and there's a
9 great deal of companies that have end user search
10 products with patents, but they do work with the
11 experts. They're just there to find -- they're
12 not there to do a comprehensive search. They're
13 just there to find -- "Yeah, this is interesting.
14 This is -- this could be interesting." Just get
15 a few results that are targeted. But they always
16 go to the expert for a comprehensive search.

17 MR. STEMBRIDGE: Yeah. I mean, in
18 terms of end user searching, for example, you
19 know, many of the customers of the Delphion
20 service are patent attorneys who would use it
21 just to kind of look up a particular document.

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1 That's a perfectly good use of their time and
2 saves information professionals time for doing
3 that kind of routine inquiry.

4 Where it's more complicated, where
5 it's more business critical, I think, as David
6 just said, you know, it's as much an education
7 job for the people in this room to engage with
8 customers to outline the parameters where it's
9 safe to kind of use the end user tools and where
10 they really should be coming to the professionals
11 to work with you to make sure that you come to
12 the right decisions and the right search
13 techniques.

14 MS. WEBB: Would anyone else like to
15 address that?

16 (No response.)

17 MS. WEBB: Okay. I'd like to thank
18 everyone who sent in questions for the panel. We
19 did not get to all the questions. You might want
20 to give them to these gentlemen separately.

21 And I'd very much like to thank our

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1 panelists for coming here and taking the time to
2 answer questions.

3 MR. STEMBRIDGE: Thank you.

4 (Applause.)

5 (Panel Session Concluded.)

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