



31.01.2005

Dear reader,

We hope that you enjoy reading the latest news on content and knowledge management.

- **Customer satisfaction guaranteed: Online self-service guides Moeller customers through problem diagnosis**
- **Presenting the new online service PatAnalyst: empolis and Jouve sponsor IPI-ConfEx (International Patent Conference and Exposition) in Benalmádena Spain from March 6th - 9th, 2005**



Customer satisfaction guaranteed: Online self-service guides Moeller customers through problem diagnosis



The Moeller Group, with its headquarters in Bonn, Germany, is one of the leading, globally operating suppliers of components and systems for power distribution and automation in industry, in infrastructure projects, as well as in residential buildings. The Moeller Group currently employs around 9500 people and achieved a total turnover of € 1,001 million in the fiscal year 2003/2004, of which € 670 million came from core business.

With empolis' solution, Moeller has further improved its automated technical service with the implementation of an online diagnosis system with web self-service capabilities for the customer. The system analyses problem symptoms and progressively identifies the causes. The user is supported with useful pictures and user manual excerpts.

Decision trees are the core of the system, based on expert knowledge provided by Moeller employees, which has gone live for online support. The **e:Service Lifecycle Suite** is the solution that has successfully been implemented.

Live on the German site:

<http://www.moeller.net/de/support/fieldservice/diagnostics.jsp> and soon to follow on the English site: <http://www.moeller.net/en/support/fieldservice/online.jsp>



Presenting the new online service PatAnalyst: empolis and Jouve sponsor IPI-ConfEx (International Patent Conference and Exposition) in Benalmádena Spain from March 6th - 9th, 2005

After joining forces in the launch of PatAnalyst, empolis and Jouve will present the latest developments of this unique online patent management service for searching, managing and mining patent documents at the IPI-ConfEx in Spain.

Find out more about PatAnalyst! Please contact **Mr. Thomas Niessen**, who will be pleased to demonstrate the service to you at the empolis/Jouve booth (no. 2 and 3). In addition, don't miss the opportunity to attend the empolis/Jouve Workshop "PatAnalyst Demonstration: Search strategies, Examination process, Workflows for the Patent

Professionals" in the morning of March 10th, 2005. Lionel Cosmano, Head of Online Service at Jouve and Dr. Oliver Niese, Project Manager at empolis will share their expert knowledge in the field of Patent Management with you.

Take the opportunity to discover the unique PatAnalyst features at the IPI-ConfEx from March 6th - 9th, 2005 and register today (for details see below)! We look forward to seeing you in Spain!

For further information, please subscribe to the PatAnalyst newsletter at www.patanalyst.com.

About the event:

The International Patent Information Conference and Exposition, otherwise known as 'IPI-ConfEx', is returning for its second year as the new 'must go to' patent information event in Europe. IPI-ConfEx takes place in Benalmádena, Spain, conveniently located only 8km from Malaga on the Costa Del Sol.

IPI-ConfEx is the specialist conference geared to anyone working in the field of patent information and searching. Whether you are an information manager, a searching professional using patent information, or a vendor of patent information services, this is the one conference not to be missed. The conference is particularly focused towards coverage of leading-edge 'how-to' technical discussions and reviews of information resources. Commercially available products, databases and services, free patent databases and other unique resources available worldwide for intellectual property research all form part of the programme, plus issues generally affecting the industry.

The theme of IPI-ConfEx 2005 is one that will appeal to both veterans and newcomers alike, this being:

"Best Practices in Patent Information Management and SearchingSM"

In particular, the conference will feature presentations from patent information professionals from leading companies as they share their knowledge in the following areas:

- Expert Patent Searching
- Current & Strategic Issues of importance to Patent Information Professionals
- Patent Analysis Techniques & Tools for 2005 and Beyond

How to Register for IPI-ConfEx 2005

IPI-ConfEx takes place in Benalmádena, Spain, 6-9th March 2005. Optional (free) seminars and workshops are being offered on 6th and 10th March to provide additional learning opportunities and a chance to experience the latest searching techniques first hand. Registration materials are available on the conference website at www.IPI-ConfEx.com. Click on the 'Registration & Payment' link from the side bar menu and follow the following three simple steps:

Step 1:

Complete & Submit the Registration Form. You can complete the registration form either online or offline. Each individual attending the conference should complete a separate IPI-ConfEx Registration Form. Please remember to indicate on the form which of the meals/events and optional workshops you will be attending. This information is important to ensure you have a place allocated at these activities. Online Registration: Complete the online registration form, review it for correct information, print a copy for your records, and submit the form. Online registration is easy and fast. Offline Registration: Download the PDF version of the registration form, complete it, sign it and fax it to: +1 (858) 592-7693.

Step 2:

Make your payment for IPI-ConfEx 2005 Conference registration fees are payable in Euros. Choose one of the following payment methods: Wire Transfer in Euros: If you selected the 'Wire Transfer' option as the method of payment on your IPI-ConfEx 2005 Registration form, details will be sent to you upon the receipt of your registration form. Using the information that will be provided to you, wire transfer the funds from your financial institution and proceed to Step 3 of the registration process. Credit Card Online in Euros: If you selected the 'Credit Card Online' option as the method of payment on your IPI-ConfEx 2005 Registration form, follow the instructions to link to the secure server to submit your payment online via 'Paypal'. When you have processed your payment, go to Step 3 of the registration process.

Step 3:

Arrange your travel and hotel accommodations Hotel accommodations and services are not included in the IPI-ConfEx 2005 registration fee and need to be made directly through

the conference hotel, the **Hotel Alay**, via credit card. Download a PDF version of the Hotel Booking Form, complete the form, and fax it to the hotel using the number printed on the form. Please do not send or fax this form to the IPI Organisers. Air travel can be arranged through Malaga airport, approximately 8km from Benalmádena. Once you have completed all 3 steps of the registration process, you are a confirmed delegate of IPI-ConfEx 2005.

For Further Information and to Join the IPI Discussion List:

For further information on IPI-ConfEx 2005, consult the website at www.IPI-ConfEx.com or contact:

Trudi Jones or Lucy Teixeira Akers
Tel: +1 (858) 592 9084
Fax: +1 (858) 592 0045
Trudi@IPI-Institute.com
Lucy@IPI-Institute.com

If you would like to unsubscribe or change your email address, please send a brief comment to: info@empolis.com

Your empolis Team

For further information feel free to contact:

Michaela Van Cleve-Kempf
empolis GmbH
Technologiepark Würzburg-Rimpar, Pav. 17
97222 Rimpar
Germany
phone +49 9365-8062-212
Fax +49 9365-8062-250
michaela.cleve-kempf@empolis.com

Jason Markos
empolis UK Ltd.
Unit B, The Dorcan Complex
Faraday Road
Swindon, Wiltshire, SN3 5HQ
United Kingdom
phone: +44 1793 485 465
fax: +44 1793 485 451
Jason.markos@empolis.com

Laszlo Domokos
empolis Hungary Kft.
Diószegi út 37
1113 Budapest
Hungary
phone: +36 1 372 0520
fax: +36 1 372 0527
laszlo.domokos@empolis.hu

Rafal Ksiezuk
empolis Poland Ltd
ul. Plocka 5a
01231 Warsaw
Poland
phone: +48 22 535 8811
fax: +48 22 535 8814
Rafal.Ksiezuk@empolis.pl

© 2005 empolis GmbH



eMail Kontakt | www.empolis.de | www.empolis.com