

Why IGT chose IPfolio to modernize their IP management

Moving from legacy workflows to a modern, business ready IPMS

IGT is a global leader in gaming, digital and Fintech solutions, operating across multiple jurisdictions with a large, complex intellectual property (IP) portfolio. IP plays a central role in how IGT differentiates its offerings, supports continuous innovation and enables licensing strategies across markets.

As Deputy General Counsel, Stephen Calogero oversees IP alongside digital business initiatives, M&A and corporate finance. At IGT, IP is not just seen as a legal function, but a strategic business capability.

“IP is a huge part of our business because the gaming industry is constantly innovating and trying to stay on the cutting edge,” Calogero explained. “We use IP to help set ourselves apart

and increasingly utilize it to support a licensing rather than litigation model.”

IGT’s decision to re-evaluate its IP management solution (IPMS) came at a moment of organizational change. Following a spin-off from its former parent company and a subsequent merger, the business needed to establish independent systems while continuing to manage a substantial global IP portfolio.

IGT

- Global gaming, digital and Fintech technology company
- Founded in 1975
- Approximately 6,000 employees worldwide
- Operations across North America, Europe and other international markets

The challenge

For more than a decade, IGT used an established IPMS that the team knew well. But over time, core workflows became increasingly manual and reporting was difficult to adapt to evolving needs. Dashboards weren't intuitive, updates required manual handling and the team relied on 'shadow' processes to stay on top of critical activity.

"We were maintaining a shadow docket and everything was done manually," Calogero said. "Patent clerks were uploading office actions by hand, and I just felt that should be automatic."

At the same time, ongoing M&A activity increased the need for clearer insight into where IP assets sit across the organization and how the portfolio might evolve. "With the amount of transaction activity we have, understanding where IP lives and where it is going becomes even more important," Calogero said.

Practicalities of a new IPMS

IGT did not want incremental change that promised a better solution in the future. They wanted a modern IP management solution that could support their needs today. They began looking for a solution that could provide immediate benefits.

The team focused on four practical criteria:



Clear, intuitive reporting so leadership could view the portfolio without heavy customization



Flexibility to adapt workflows as priorities changed and the business evolved



Automation that reduced repetitive administration and reduced bottlenecks



Integration confidence so the system could fit alongside existing enterprise tools

Commercial discipline also mattered: any change needed to make clear operational and economic sense. In addition to the need for more automation on the new platform, it also needed to demonstrate clear value to stakeholders.



Evaluation and decision process

IGT approached the decision as a practical operating-model choice, not a technology swap. The evaluation centered on the users who live in the system every day, and the need to give leadership and non-IP stakeholders clearer, more timely visibility into the portfolio.

“You have to listen to the people who actually use it. It cannot be a vacuum decision,” Calogero said.

**“This has to work for the team
who are in the system every day.
That is why we chose IPfolio
and renewals with Clarivate.”**

Stephen Calogero,
Deputy General Counsel, IGT

To ensure the platform worked across real workflows, IGT involved patent attorneys, trademark professionals, patent engineers and program analysts in the evaluation for a new IPMS.

Rather than relying on a single presentation, the teams worked through multiple role-based demonstrations designed around how different users would interact with the system in practice. The process was

structured to validate requirements, gather feedback and build confidence in day-to-day usability, while also testing how quickly the team could surface portfolio information to the wider business.

This consultative, responsive approach helped build confidence not only in the technology itself, but in Clarivate as a long-term partner invested in IGT’s success.

Technology advancements and beyond

IGT’s decision also extended beyond IP management technology to include a broader services transformation. Alongside adopting IPfolio, IGT selected Clarivate’s patent annuity and trademark renewal services, consolidating responsibility under a single partner. Moving away from its previous IPMS and associated services, the IGT team prioritized a more integrated, end-to-end approach that could reduce administrative

complexity, improve visibility across assets and support more consistent portfolio management globally.

This alignment between system and services reinforces IGT’s focus on operational efficiency, accuracy and scalable support as its IP needs continue to evolve. “It was the features and functionality, combined with an economic package that made sense for us,” Calogero said.

Why IGT chose IPfolio as its enterprise IP management solution:



01. Automation to reduce manual work

A priority was removing repetitive, manual steps that created bottlenecks.

“Seeing how office actions and docketing could be handled automatically was one of the big things that jumped out for us,” said Calogero. “It showed where we could become more efficient very quickly.”



02. Clearer visibility through dashboards and reporting

IGT wanted portfolio information that was easier to interpret and share beyond the IP team.

“The interface felt intuitive straight away,” Calogero noted. “The dashboards and reporting made it much easier to see the information I needed, without having to overthink how to use the system.”



03. Integration confidence in a broader enterprise environment

The team also needed confidence that the platform would work alongside existing systems rather than create new fragmentation.

“Knowing that IPfolio could integrate with the tools we already rely on was a big part of the decision process,” Calogero said.

This confidence was reinforced by the platform’s Salesforce-based architecture. “Because it’s built on Salesforce, I know from experience that it has a lot of capability,” Calogero added. “It feels much more business-focused rather than just a document repository.”



04. Partnership and future-readiness

Beyond the technology, IGT valued an approach that stayed close to the real workflows and could evolve over time. “The ability to customize workflows to our needs was also critical in our move to IPfolio,” Calogero explained. “The team at IPfolio understood what our prior program did and were able to point out the differences in a way that really stuck with us,” said Calogero.

The evolution that lies ahead

IGT's goal is not to simply replace an existing system, but to give the business clearer, more accessible visibility into the portfolio and reduce the manual burden that slowed the team down.

"Being able to provide information much more easily to the business was really important to us," Calogero said. "We want non-patent and non-trademark teams to understand, in close to real time, what the portfolio looks like and where we are heading."

"This is about more than changing systems," Calogero said "It's about being able to provide clearer, more accessible insight across the business as we continue to evolve."

As IGT continues to evolve, IPfolio provides a scalable foundation, supporting greater automation, improved reporting and workflows that can adapt as priorities change.

To learn more about IPfolio, visit: Clarivate.com/IPfolio



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