

**Global LPO Conference, Los Angeles, USA, 5-6 Oct 2011**

**Strategies for Dealing with Non-practicing Entities in the Marketplace like LPO service providers**

- Evaluating the opportunity that exists in the IP industry across a wide spectrum of small to large organizations in different markets
- Maintaining client relationship and sustaining quality; a balancing game .... buyers' perspective
- Managing cross culture outsourcing relations
- Mediation and Arbitration Services
- Establishing conflict resolution procedures
- Ensuring the business continuity planning and disaster recovery to protect clients' interests
- Complying with rules and governance while dealing with LPO vendors - international law perspective

**Speakers:**



Jeff Kichaven, Independent Mediator and Chair of the ADR Committees in the ABA Sections of Business Law and Intellectual Property Law



Ann McCrackin, President,  
Black Hills IP

**Moderator:**



James P. Duffy, Managing Partner,  
Berg and Duffy LLP