WHY TECHNOLOGY IS NOT ENOUGH?
The TRADE is soliciting greater openness, faster and more efficient logistics, shorter inspections, competitive solutions.

The ENFORCEMENT INSTITUTIONS must apply time-consuming and expensive security controls whilst providing detailed information regarding standards and health and safety procedures.
Complex and state of the art technologies are emerging every day in the market.

Best practices encourage the use of technology as a tool to improve enforcement while facilitating trade.

Integrating new technologies into the ongoing practices and the organizational culture of border security, is by no means a simple task.

The operation of complex technologies, supervision of the maintenance from providers, ensure the compatibility of technologies and solve telecommunications issues... are usually not part of Customs core business.
Standard solutions are often installed without fully understanding the local operating environment and current operating procedures and as such are unlikely to respond to the requirements and fulfill expectations, this often results in disappointment and wasted investments.
More than 20 Single Windows Schemes in the World
1500+ X-ray Cargo Scanning equipment operating in the world
Millions of cargo tracking devices operational worldwide …
FACTS & TRENDS OF THE INDUSTRY: CARGO SCANNERS EXAMPLE

*Source: WCO-Le Havre ‘Economic Impact s of the 100% Scanning Container Scanner law’ June 2008*
TECHNOLOGY SKILLS REQUIREMENT AND CUSTOMS COMPETENCIES

Technology competencies:
- Industrial processes / methodologies
- Technical expertise
- Project management
- Safety and security
- Radiation Security
- Operational Integrity
- Logistic

Data Interpretation / Analysis

Customs Competencies:
- Investigation
- Inspection
- Policy Enforcement
- Risk Assessment
- Trade Analysis
- Statistics
- Intelligence

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HOW GET THE PROPER CONNECTION?
Projects shall be managed by professionals whom are familiar with both the institutions’ practices and the technology.

Technology providers shall be in line with the standards of this industry, guidelines such as SAFE standards.

Projects should not be built around the technology, but around the processes that will solve the Customs’ requirements.

When possible, the technology should be interconnected to regroup the information at the time of interpretation / analysis by Customs.

On the other hand governments should be aware of the product’s life cycle and the need to conceive long term plans to upgrade and replacement equipment to ensure sustainability,