COMCEC 27 FEB 2014

GAINDE 2000 PRESENTATION

By Mor Talla Diop Business Dev. Director

SENEGAL

Location: West Africa
Area: 196722 Sq Km
Population: 14 Millions

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Today, a definition of the concept of Single Window for trade must include the following precisions:

- *What is a Single Window?*

- *What does a Single Window cover?*

- *Who implements the SW and for what purpose?*

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- **WCO DEFINITION:**
  "A facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all import, export, and transit related (...) regulatory requirements".

OBJECTIVES:

Single Windows & Trade Facilitation lead towards the simplification, harmonisation, standardisation,and modernization of customs & trade procedures in the interest of reducing transaction costs between government and business in international trade.

Complete BPR or simple automation?

Self development or existing solutions?

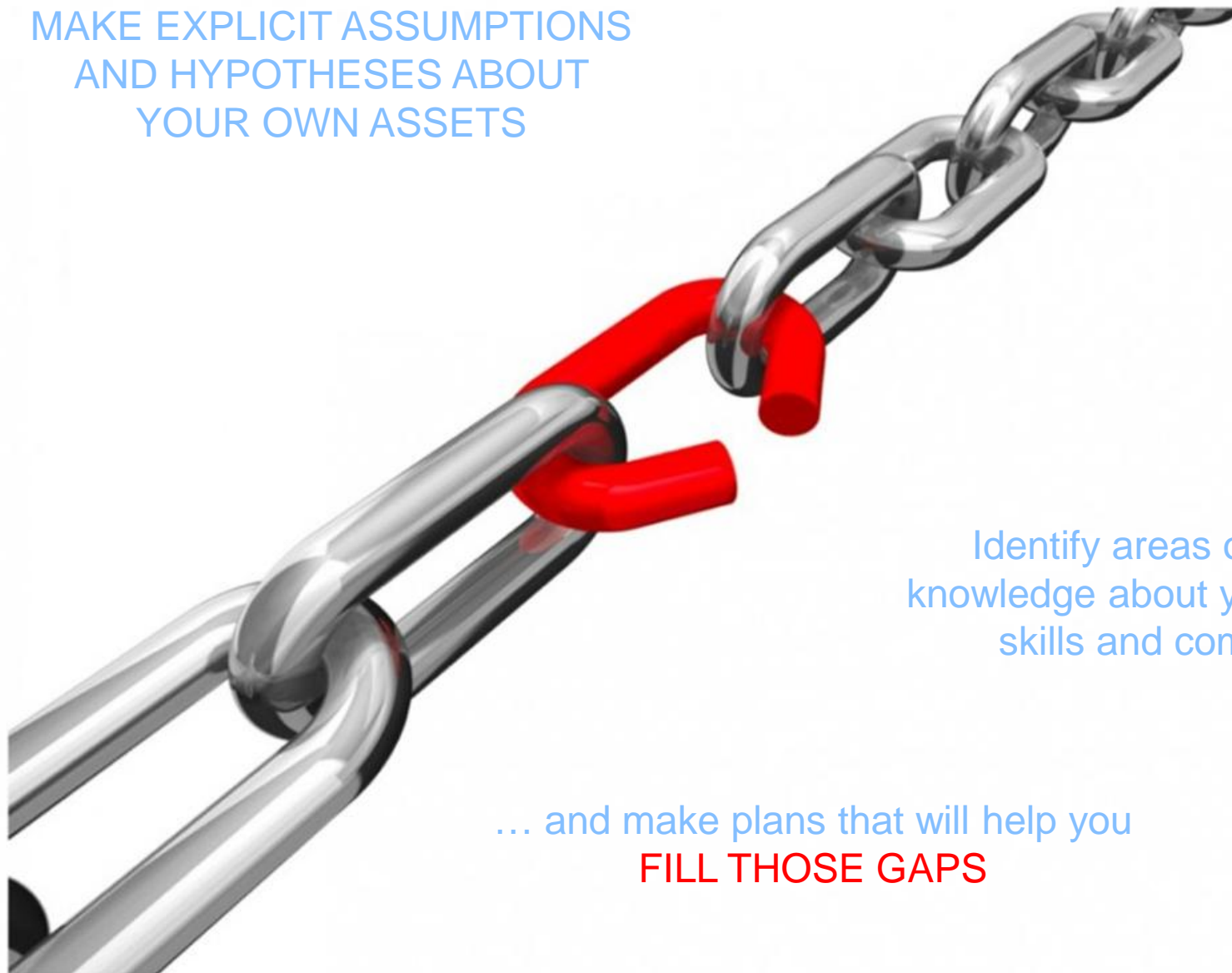Radical or progressive?

PROCESSES

PLATEFORM

PEOPLE

CAPACITY

2- BE CONSCIOUS OF YOUR REAL ASSETS

MAKE EXPLICIT ASSUMPTIONS AND HYPOTHESES ABOUT YOUR OWN ASSETS

Identify areas of incomplete knowledge about your organization skills and competences !

… and make plans that will help you
FILL THOSE GAPS
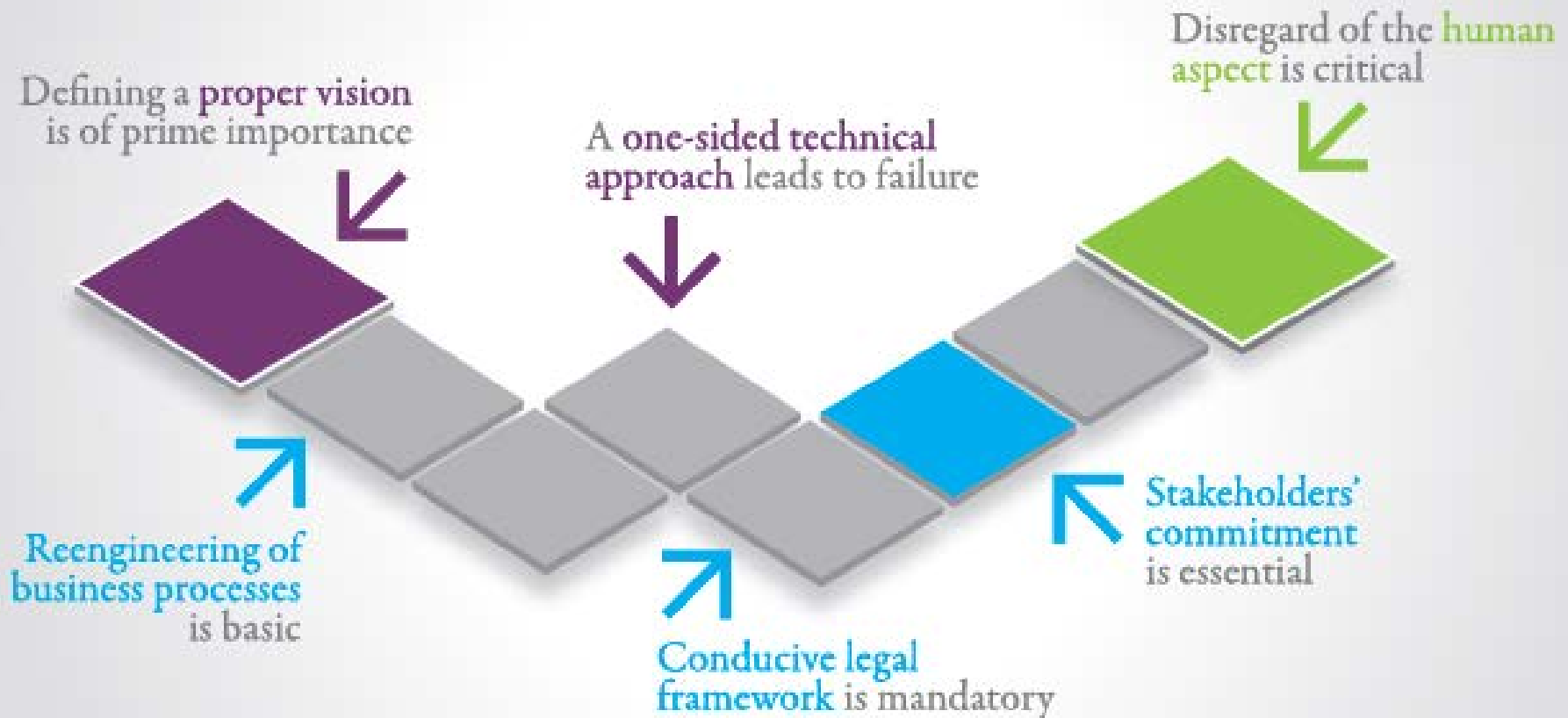
CUSTOM SOFTWARE DEVELOPMENT

PACKAGED SOLUTION

Assemble the puzzle is NOT as easy

HOW TO SECURE THE IMPLEMENTATION

A Single Window is a combination of
Technologies, Rules, Processes and People

Defining a **proper vision** is of prime importance

A **one-sided technical** approach leads to failure

Disregard of the **human** aspect is critical

Reengineering of business processes is basic

Conducive legal framework is mandatory

Stakeholders' commitment is essential

Global implementation framework...

ORGANISATION
- Governance
- Stakeholders

PROCESS IDENTIFICATION
- Business
- Logistics
- Formalities

LAWS RULES
- Pro-ICT
- Mandates
- Re-engineer

OPERATIONAL MODEL
- Business outcome
- Operator
- Fee

TECHNOLOGY
- Country 's
- Stakeholders'

PREFERED MODEL and CONFIGURATION

Service Level Agreement

Operational Model

Single Window

Intn'l standards and recommendations

PROJECT MANAGEMENT

SERVICES OPERATION

CHANGE MANAGEMENT

Political will and the leadership

Conditions of success:	*Risks to handle:*
- *High level governmental leadership* - *Consensual approach* - *Strong involvement of customs* - *Appropriation by users*	- *Leadership rivalry* - *High costs of the services* - *Low impact on the processing time (notion of involvement or commitment)* - *Ineffective change management* - *Duality of the manual and electronic systems*

A higher level decision (President or Prime Minister) is the determinant. In all situation, customs, must be in the starting blocks.

Legal Conditions.

The legal and statutory framework encompasses:

- *all the laws,*
- *decrees,*
- *rulings,*
- *conventions and memorandums*

likely to govern the procedures to be applied as part of trade-related operations.

The legal framework Model

Basically, the Single Window can operate based on two different legal models:

Model 1*: Single Window operations without electronic signature (the SW being a platform for automated processes and data exchanges);*

Model 2*: Single Window operations with electronic signature (the SW accommodates paperless procedures).*

*In Case of **Model 2 with electronic documents** replacing the paper-based document. It is therefore necessary to have a legal framework governing this new document format.*

it might be necessary to enact the laws listed below to sustain the new operational procedures. These laws are:

- ✓ *Law on the protection of personal data;*
- ✓ *Law on electronic transactions;*
- ✓ *Law on cybercrime;*
- ✓ *Law on cryptography.*

PAPERLESS TRADE IMPLEMENTATION OF DIGITAL SIGNATURE

From Paper…….

….To Electronic

Security Conditions

1. *Authentication.*

2. *Confidentiality.*

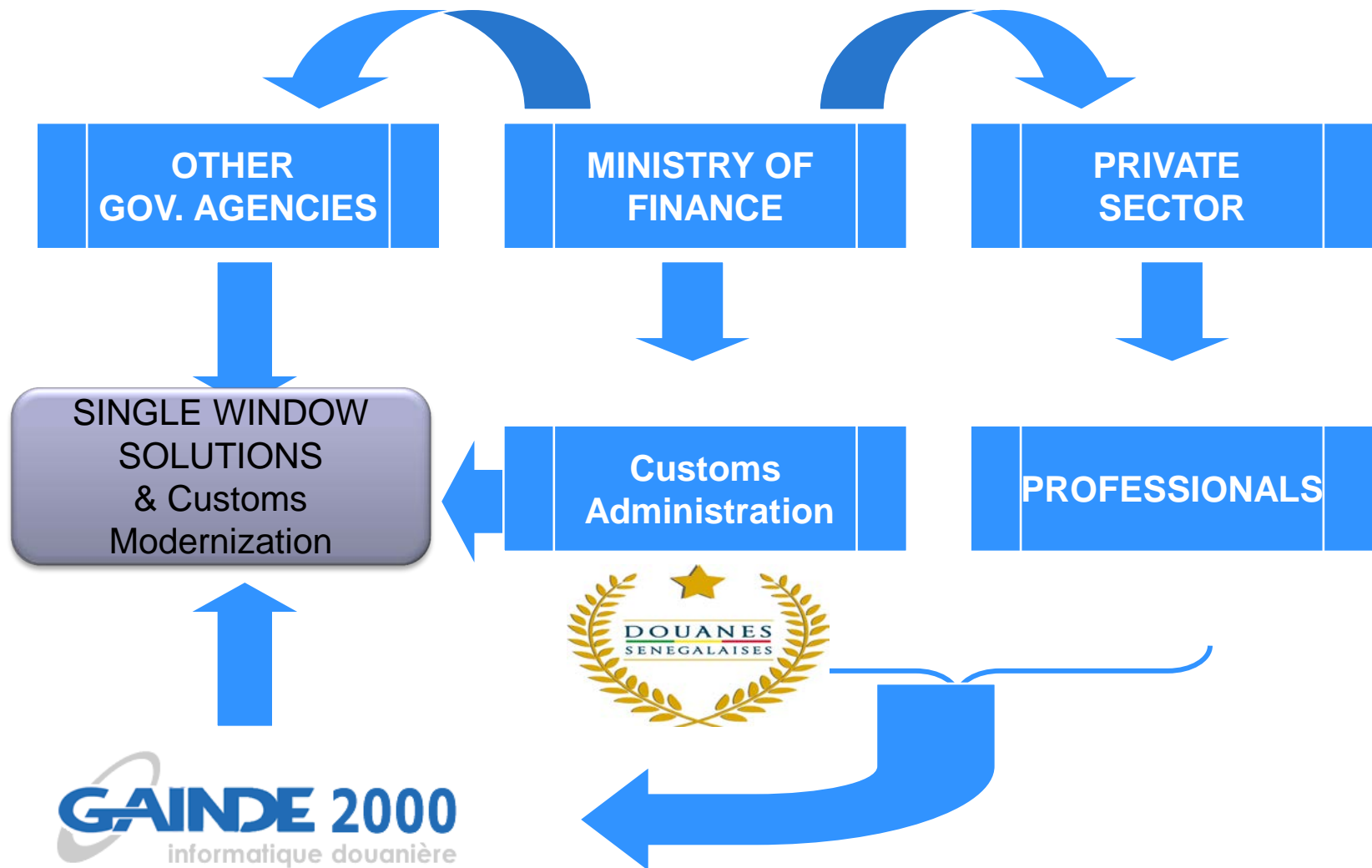3. *Integrity.*

4. *Non repudiation.*

Digital Signature

CUSTOMS INNOVATIONS
WHAT DID THE SINGLE WINDOW CHANGE IN THE TRADE PROCEDURES?

Key Considerations

- *Governance Model for SW*
- *Legal / regulatory framework*
- *Business Process Re-engineering*
- *Operating Model for SW*
- *Fee Structure*
- *Service Level Agreement*
- *ICT Organization*
- *Human Resource Organization*
- *Functional/ Technical Architecture*

OTHER GOV. AGENCIES

MINISTRY OF FINANCE

PRIVATE SECTOR

SINGLE WINDOW SOLUTIONS & Customs Modernization

Customs Administration

PROFESSIONALS

DOUANES SENEGALAISES

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The transition from automation to complete Paperless Trade Environment requires strong measures and pilars:

- *On the legal framework*

- *A STRONG change Management Process*

- *Well thought Software and technology solutions*

- *…*

- Reduce time of trade procedures ;

- Increase efficiency in the Customs service;

- Improve quality of services;

- Create conducive business environment;

- Enables Electronic exchange of documents and information

- Enables Electronic submission of supporting documents to Customs or Relevant stakeholders
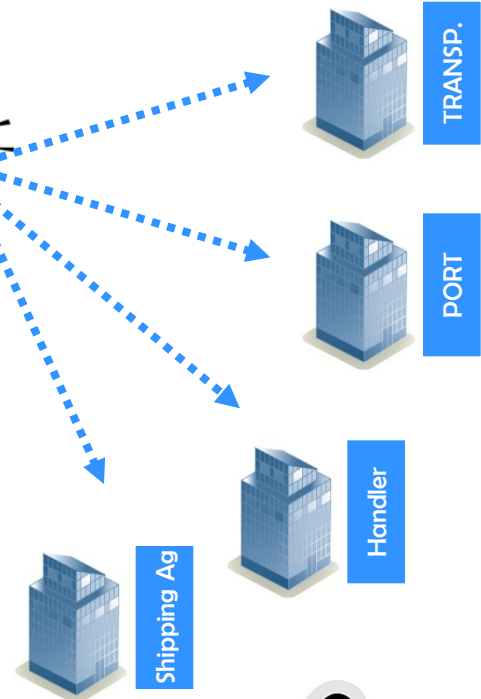
WHAT WE HAD BEFORE PAPERLESS

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PRE CLEARANCE PROCEDURES	CUSTOMS MANAGEMENT OPERATIONS	RELEASE OPERATIONS

⊕RBUS®

CUSTOMS MANAGEMENT SYSTEM (CMS)

DOUANES SENEGALAISES

TRANSP.

PORT

Handler

Shipping Ag

THE NEW PROCEDURES IN THE PAPARLESS ENVIRONMENT

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PRE CLEARANCE PROCEDURES

Int. Documents

®RBUS

Paperless

CUSTOMS MANAGEMENT OPERATIONS

online

CUSTOMS M. SYSTEM

Gainde
INTEGRAL

RELEASE OPERATIONS

®RBUS
LOGISTIC

online

TRANSP.

PORT

Handler

Shipping Ag

SENEGAL INTEGRAL SINGLE WINDOW

42 Border Agencies and Private Stakeholders interconnected

E-Clearance Single Window

ORBUS

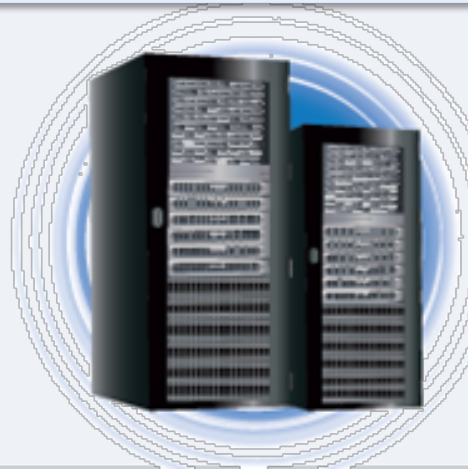Gainde Integral

70% Reduction in procedures time

B2B Portal

Buntoo

Cargo Community System

E-Manifest

E-Logistics

Paperless Trade Platform

E-Signature

E-Archiving

E-Payment

E-Services

E-Document

GOVERNMENT AGENCIES:

1. Change Control Authority (DMC)
2. Department of Agriculture (DPV)
3. Department of Livestock (DIREL)
4. Foreign Trade Department (DCE)
5. Department of Fishing (DOPM)
6. Quality Control Division (DCQ)
7. Metrology Division
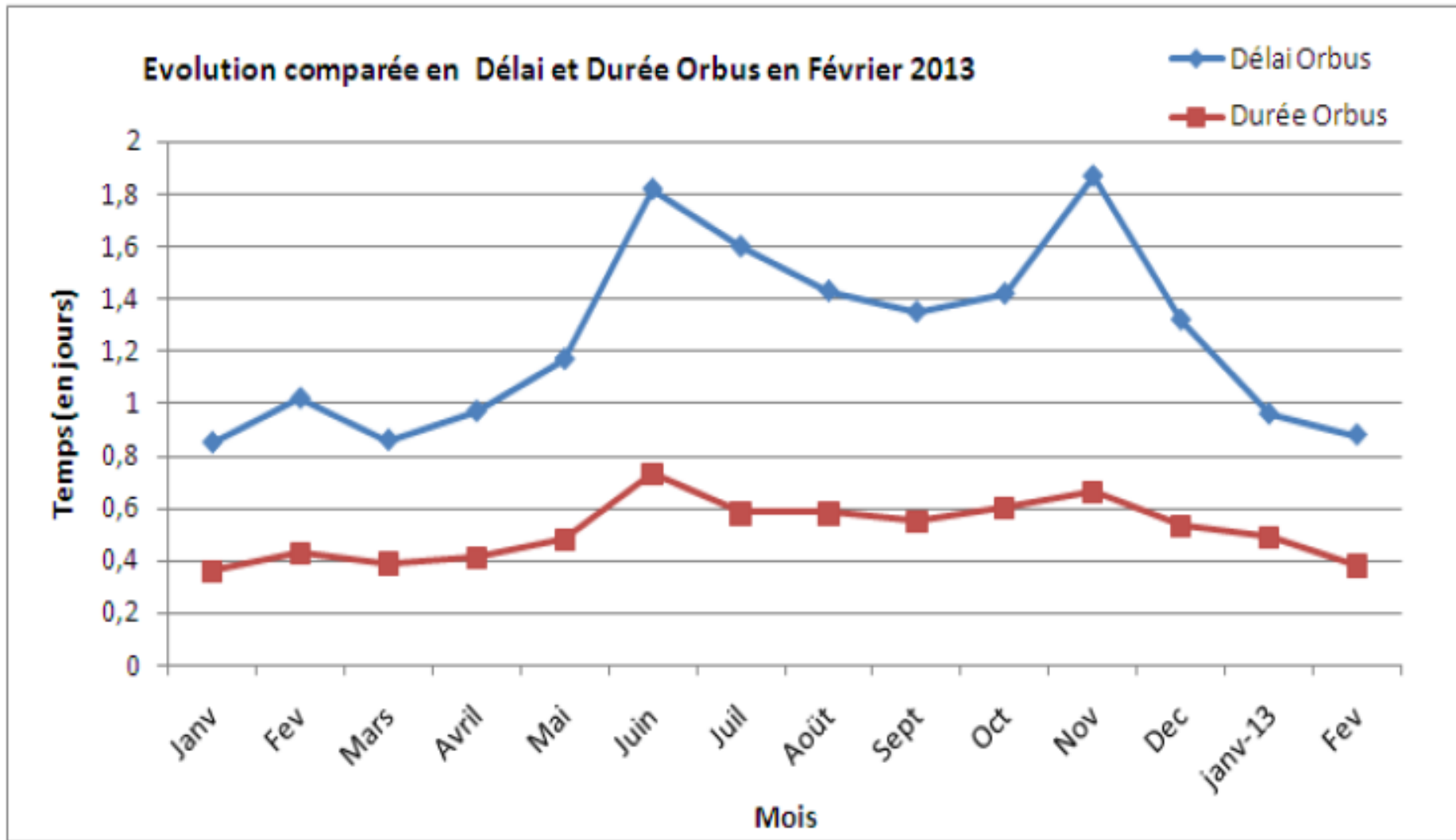8. Plant Protection Department
9. …

PRIVATE STAKEHOLDERS:

1.Banks
2.Insurance companies
3.Inspections

CLIENTS:

1.Importers
2.Custom brokers /Agents

Evolution comparée en Délai et Durée Orbus en Février 2013

LESSONS LEARNT

The trajectories of successful Single Window projects are NOT continuous and steady up and to the right

Perception

Reality

CHANGEMENT MANAGEMENT

TRADITION *CHANGE* *APPROPRIATION*

COMFORT **DISTURBANCE** **BENEFITS**

ADAPTATION

COMMUNICATE ON CHANGE

SHARE CHANGE RESULTS

RISK

ACCOMPANY CHANGE

IMPROVE CHANGE CONDITIONS

| INDIFFERENT | Sceptical | HOSTILE | Partisan | PARTISAN | Compelled |

1. Early consideration of **Human Factors** implications

2. Start with more **Relevant Stakeholders**

3. Avoid total **Reengineering** to maintain Commitment

4. Control the **Infrastructure** in order to minimize assistance needs

5. Don't create **Complexity** where **Simplicity** can be a solution

- *IMPACTS (value Added must be measurable)*
- *COMPLEXITY (Rules and Processes to be reviewed if necessary)*
- *TAKE INTO ACCOUNT GEOGRAPHIC LOCATION*
- *COMMITMENT IS ESSENTIAL DURING THE PROJECT*
- *LEGAL IMPLICATIONS MUST BE MEASURED*
- *KEEP PREOGATIVES OF PARTICIPANTS/STAKEHOLDERS*
- *INCREASE MATURITY LEVEL OF STAKEHOLDERS*

Senegal Experience Outcomes and results

United Nations ⊕ Nations Unies

⊕RBUS ®

1ˢᵗ Place winner *of the* **UN Public Service Awards**
in the category of **"Improving the Delivery of Public Services".**

2012 UNITED NATIONS
PUBLIC SERVICE DAY, AWARDS CEREMONY and FORUM

GAINDE 2000
customs computer system

Awards Ceremony and Forum
New York from 25 to 27 June 2012.

1ˢᵗ prize winner UN Public service Award 2012
Improving public service

GAINDE 2000 STRUCTURE

17 YEARS OF EXPERIENCE IN TRADE FACILITATION

GAINDE 2000 Staff **90**

Direction de l'Exploitation Technique (DTE)	Direction des Opérations (DO)	Direction des Etudes et Développement International (DDI)	Centre de Développement (CEDEV)	Direction Commerciale et Marketing (DCM)	Direction Administrative et Financière (DAF)

Développement de solutions
- Conception de solutions informatiques visant à améliorer l'efficacité du commerce et du transport;
- Améliorations fréquentes de nos solutions, avec de nouvelles versions qui intègrent les meilleures pratiques au monde et les technologies de pointe.

Mise en œuvre de projets
- Promotion de notre Guichet Unique Intégral et de nos solutions de facilitation commerciale en Afrique et au delà;
- Implémentation de processus de conduite du changement, avec un accent particulier sur l'accompagnement des clients dans l'exploitation.
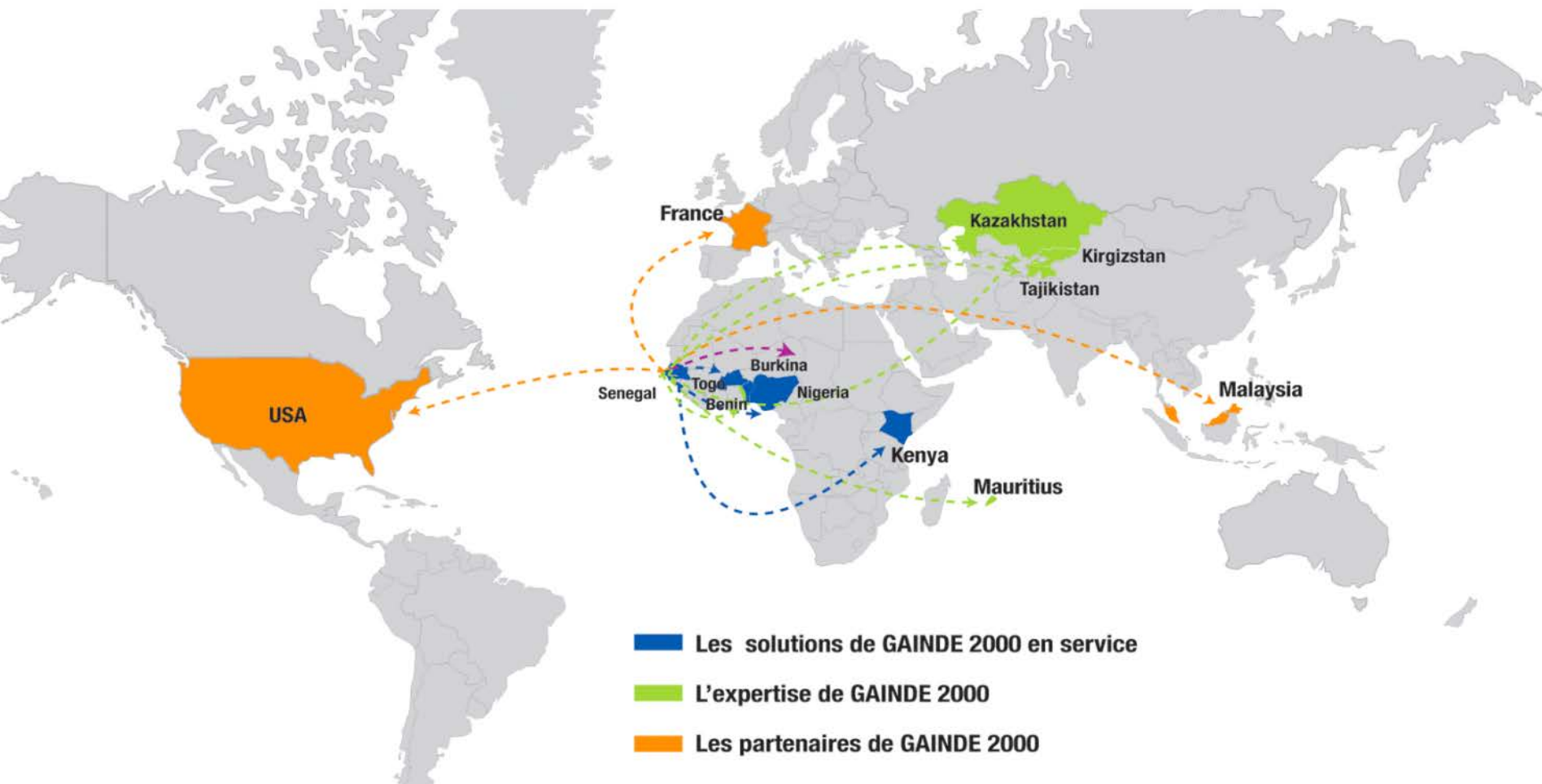
Expertise globale
- Consultance pour des études de faisabilité pour la mise en place de systèmes de GU;
- Participation aux travaux de standardisation sous l'égide des Nations Unies et de l'Organisation Mondiale des Douanes (OMD).

GAINDE International Consulting

www.gaindeconsulting.com

International Experience

Les solutions de GAINDE 2000 en service

L'expertise de GAINDE 2000

Les partenaires de GAINDE 2000

Implementation of TRADE X CMS based on Gov to Gov agreement
Kenya - 2006

Assistance in KG, KZ, TJ and Mongolia through GIZ
CENTRAL ASIA
2008-2009-2012

Implementation of ORBUS single window based on Gov to Gov agreement
BURKINA FASO - 2010

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customs computer system

Example of successful collaborations

FILM

Is a **Single Window** just a software solution ?

#NO

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Thank you

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