

# Customs in the Cloud

## *Enabling Innovative Customs Solutions*

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Corporate Vice President  
Microsoft Worldwide Public Sector



Change

# CHANGE

*Change is affecting how we, live, work, and interact with people all around the world*

# Microsoft World Wide Public Sector

Government



Health



Education

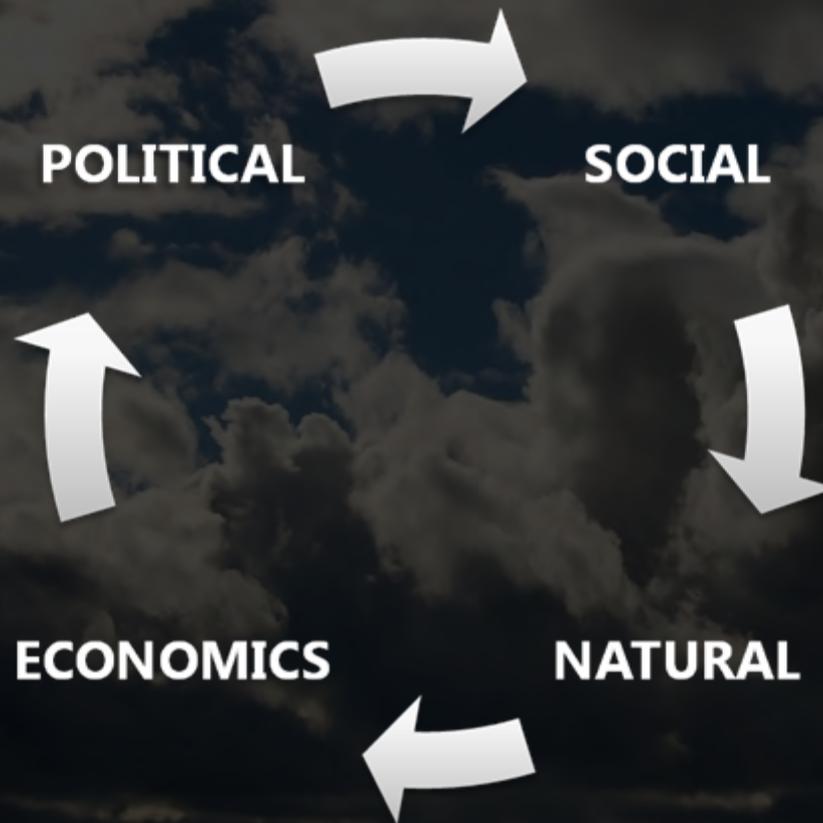


Public Safety  
& Defense



Solutions for the Needs of Public Sector  
Holistic and Partnership-based Approach  
Policy Goals First, Technology Second

# Complex Challenges, Rapid Change



# The Cloud Continues the “Democratization” of IT

“A **PC** On **Every** Desk  
And In **Every** Home! ”



# Changing the technical capacity of everyone

AGILITY

EFFICIENCY

INNOVATION



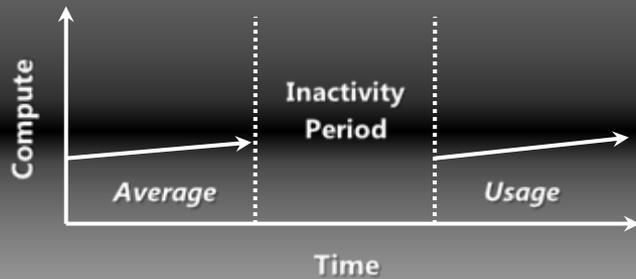
Public Cloud

Private Cloud

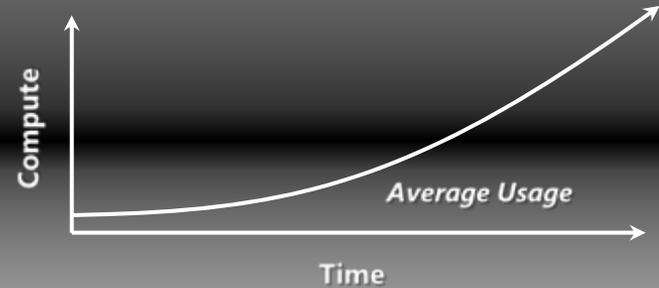
Community Cloud

# Flexibility for Changing Needs

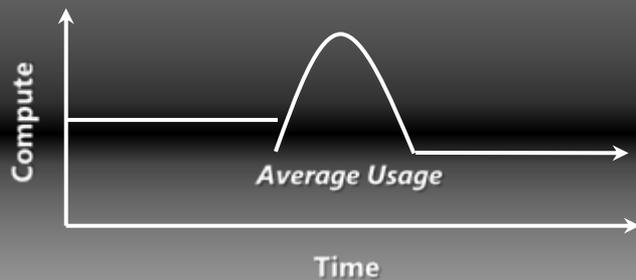
**“On and Off”**



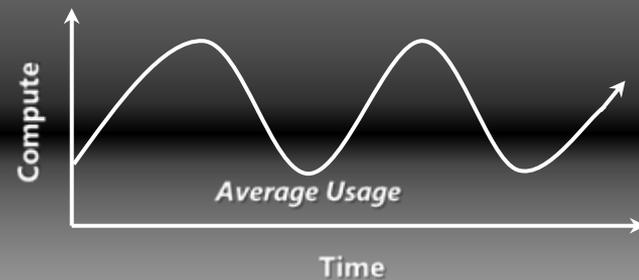
**“Growing Fast”**



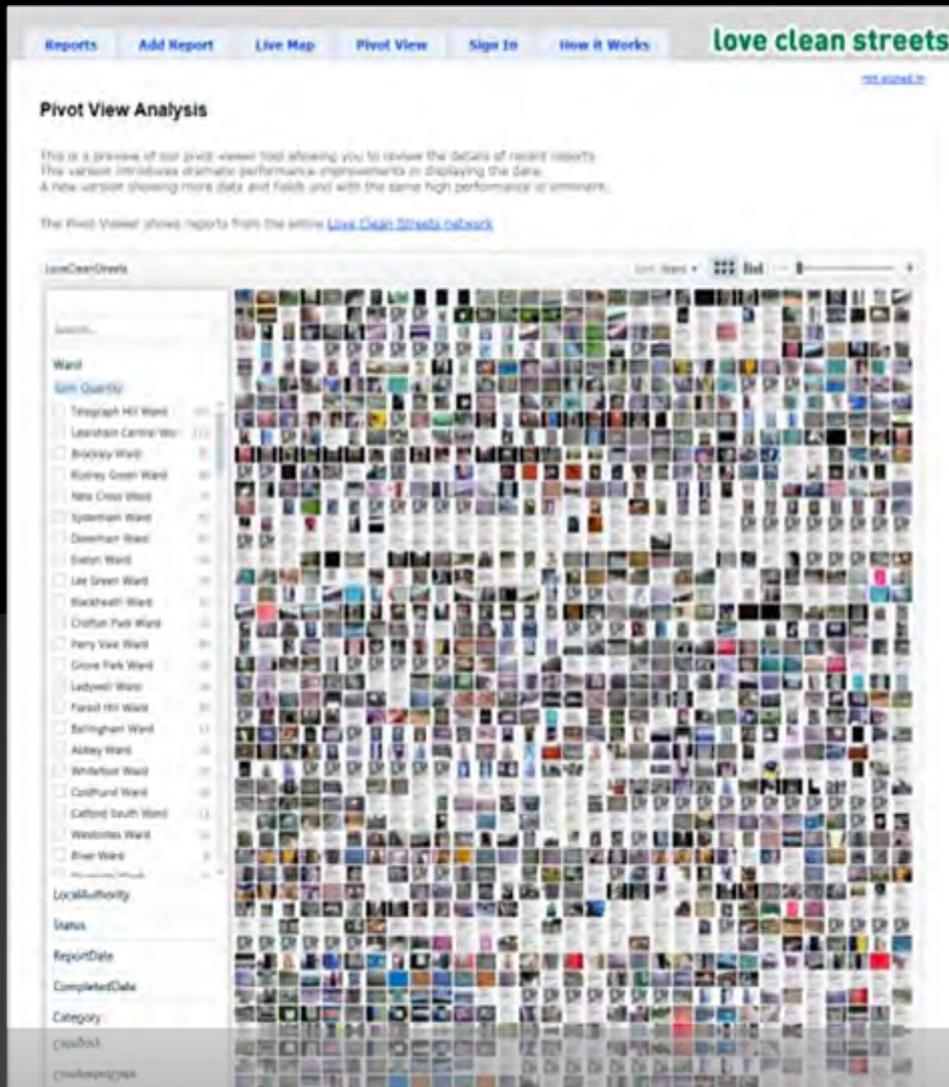
**“Unpredictable Bursting”**



**“Predictable Bursting”**



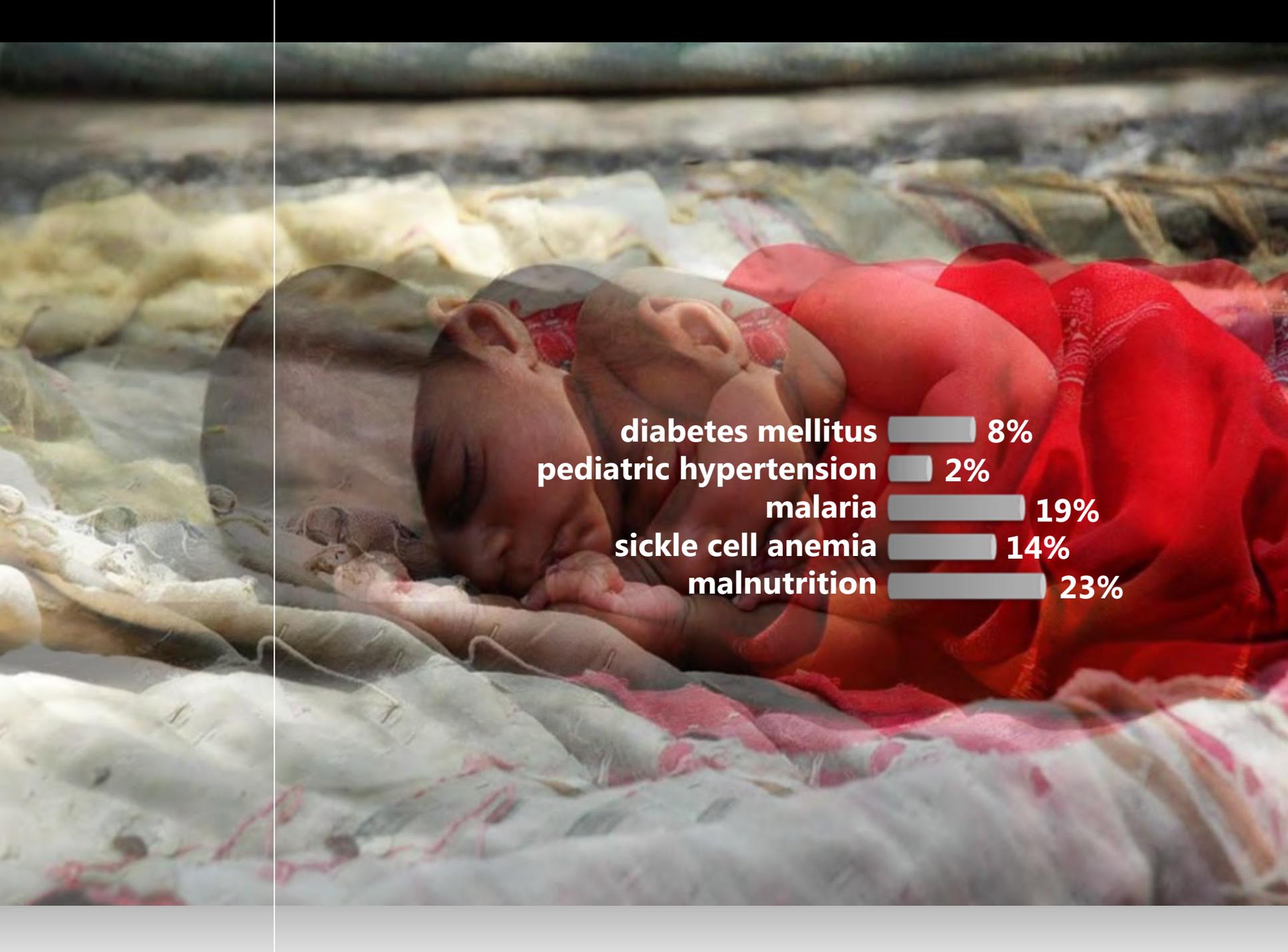
# LoveCleanStreets



The screenshot shows the 'Pivot View Analysis' page of the LoveCleanStreets application. At the top, there are navigation links: Reports, Add Report, Live Map, Pivot View, Sign In, and How it Works. The 'love clean streets' logo is in the top right corner. Below the navigation, there is a sub-header 'Pivot View Analysis' and a brief description of the tool. The main content area features a large grid of small report thumbnails. On the left side, there is a sidebar with filters for 'Ward' and 'Local Authority', each with a list of options and checkboxes. The 'Ward' list includes items like Telegraph Hill Ward, Lewisham Central Ward, Brockley Ward, etc. The 'Local Authority' list includes items like Greenwich, Lewisham, etc. The grid of thumbnails represents individual reports, each with a small image and text.



The screenshot shows the mobile application interface. The top part features a large background image of a street scene at night with the text 'LoveCleanStreets' and 'my reports' overlaid. Below this, the date and location are displayed: 'Wednesday, October 13, 2010' and '32 Totteridge Village, Greater London N20 8, UK'. The status is shown as 'Open'. There is a small thumbnail image of a report. Below the thumbnail, there are three circular indicators for '1', '7', and '30 days', with a refresh icon. At the bottom, there is a checkbox labeled 'notify me of updates'. The bottom navigation bar includes a back arrow, the Windows logo, and a search icon.



# lifeLens

cell detect

analysis

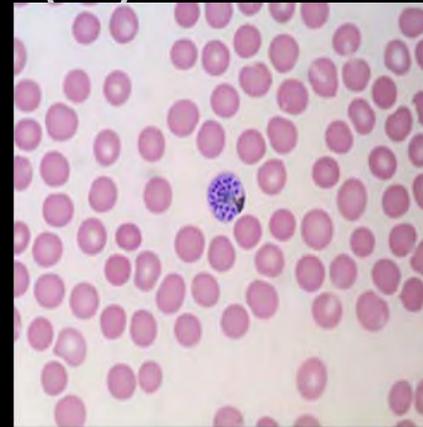
patient search

consult

locate

browse library

count: 101



detect



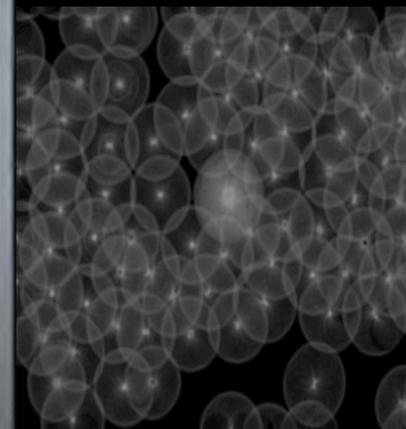
accept



reject



help



lifeLens



# The Central Challenge for Governments

Finding a way to **DO MORE** ...

1980

13.5

million container units transported annually

Now

140

million container units transported annually

Source: *The Economist*

... **WITH LESS**

## It can't go on

Government\* spending, % of GDP

The Economist

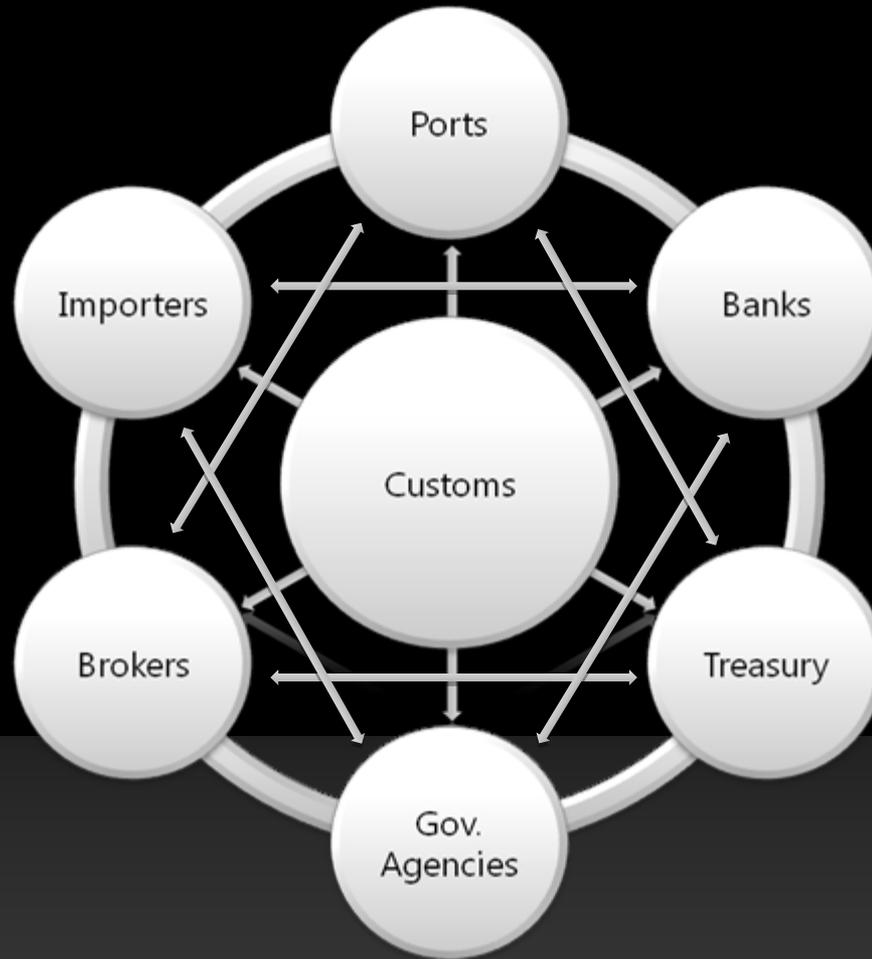
	1870	1913	1920	1937	1960	1980	1990	2000	2005	2009
Austria	10.5	17.0	14.7	20.6	35.7	48.1	38.6	52.1	50.2	52.3
Belgium	na	13.8	22.1	21.8	30.3	58.6	54.8	49.1	52.0	54.0
Britain	9.4	12.7	26.2	30.0	32.2	43.0	39.9	36.6	40.6	47.2
Canada	na	na	16.7	25.0	28.6	38.8	46.0	40.6	39.2	43.8
France	12.6	17.0	27.6	29.0	34.6	46.1	49.8	51.6	53.4	56.0
Germany	10.0	14.8	25.0	34.1	32.4	47.9	45.1	45.1	46.8	47.6
Italy	13.7	17.1	30.1	31.1	30.1	42.1	53.4	46.2	48.2	51.9
Japan	8.8	8.3	14.8	25.4	17.5	32.0	31.3	37.3	34.2	39.7
Netherlands	9.1	9.0	13.5	19.0	33.7	55.8	54.1	44.2	44.8	50.0
Spain	na	11.0	8.3	13.2	18.8	32.2	42.0	39.1	38.4	45.8
Sweden	5.7	10.4	10.9	16.5	31.0	60.1	59.1	52.7	51.8	52.7
Switzerland	16.5	14.0	17.0	24.1	17.2	32.8	33.5	33.7	37.3	36.7
United States	7.3	7.5	12.1	19.7	27.0	31.4	33.3	32.8	36.1	42.2
<b>Average</b>	<b>10.4</b>	<b>12.7</b>	<b>18.4</b>	<b>23.8</b>	<b>28.4</b>	<b>43.8</b>	<b>44.7</b>	<b>43.2</b>	<b>44.1</b>	<b>47.7</b>

Sources: Vito Tanzi and Ludger Schuknecht; IMF; OECD

\*1870-1937 central government, 1960-2009 general government



# The Customs Challenge



AGENCIES  
GOV

# Working Together on Customs

## ***Standards Bodies***

- UN/CEFACT
- WCO
- EU

## ***Donor & funding Organizations***

- WBT
- USAID
- IADB
- GTZ
- EU
- EIB
- African Development Bank
- Asian Development Bank
- USTDA
- JICA
- UNDP

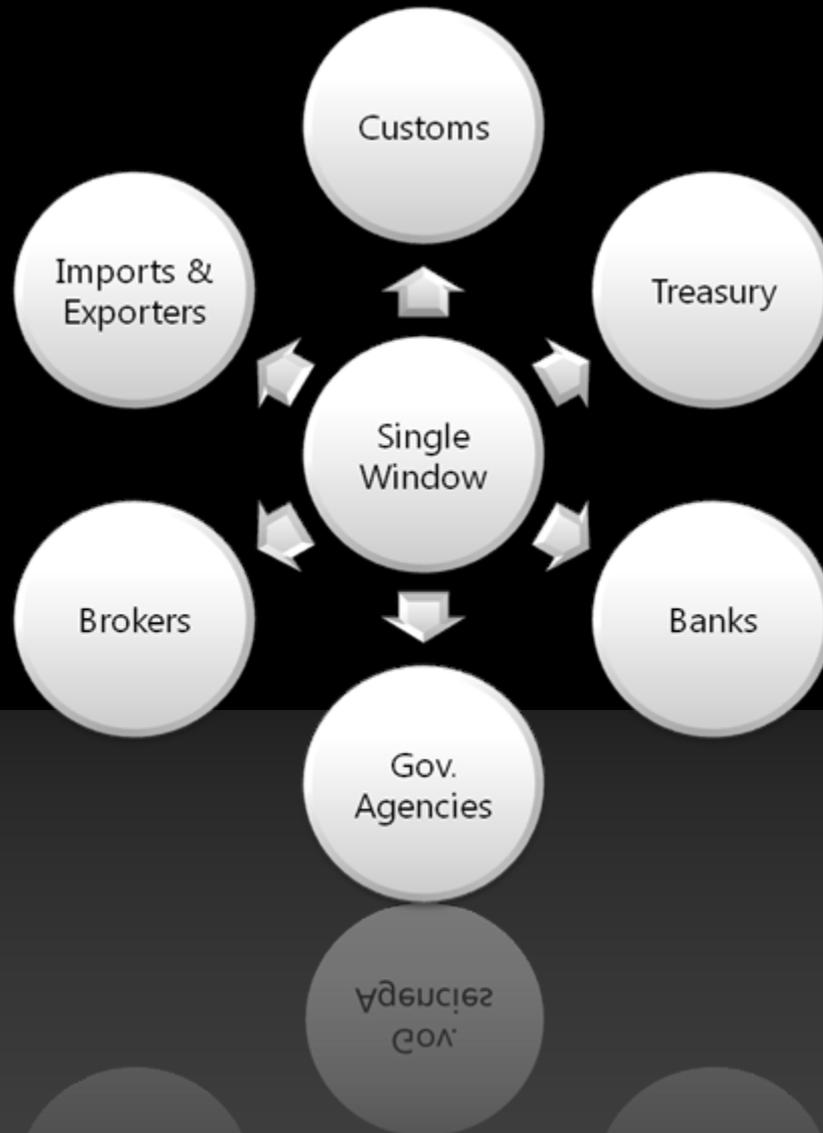
## ***Regional Organizations***

- Asean
- Comesa
- Ecowas
- EU
- SACU





# How can technology help?





# A Vision for Customs Technology

Where we are now



Where we want to be



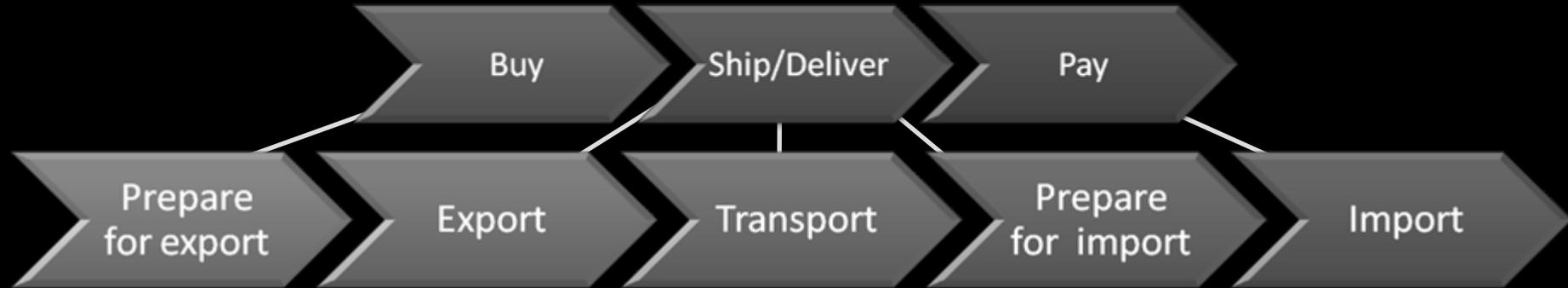
- **Phase 1:** Capture Information Electronically & Process
- **Phase 2:** Declare & Collaborate Information with Customs
- **Phase 3:** Connect All Stakeholders



# Customs & Information Technology

## *A holistic view*

*UN/CEFACT Buy Ship pay model at core of system*



### Commercial Procedures

- Crown Agents
- Descartes
- Gainde 2000
- GetGroup
- ICS - MicroClear
- Primus
- Tradefacilitate



### Transport Procedures

- Aquasoft
- BIM
- Cotecna
- Greenline Systems
- Gainde 2000
- GetGoup
- Soget



### Regulatory Procedures

- Crown Agents
- ICS - MicroClear
- Gainde 2000
- Porthus
- Aquasoft
- Tradefacilitate
- Greenline Systems
- GetGoup
- BIMV
- Primus



### Financial Procedures

- BIM
- Gainde 2000
- GetGroup
- ICS - MicroClear

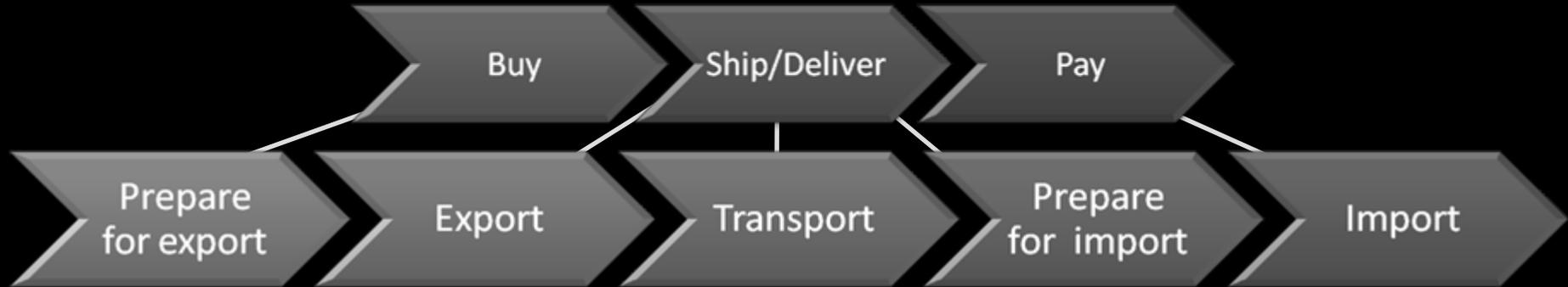




# Customs & Information Technology

## Partner Solutions

*UN/CEFACT Buy Ship pay model at core of system*



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# Trans Kalahari Corridor

**Bevan Simataa**

Government of Namibia

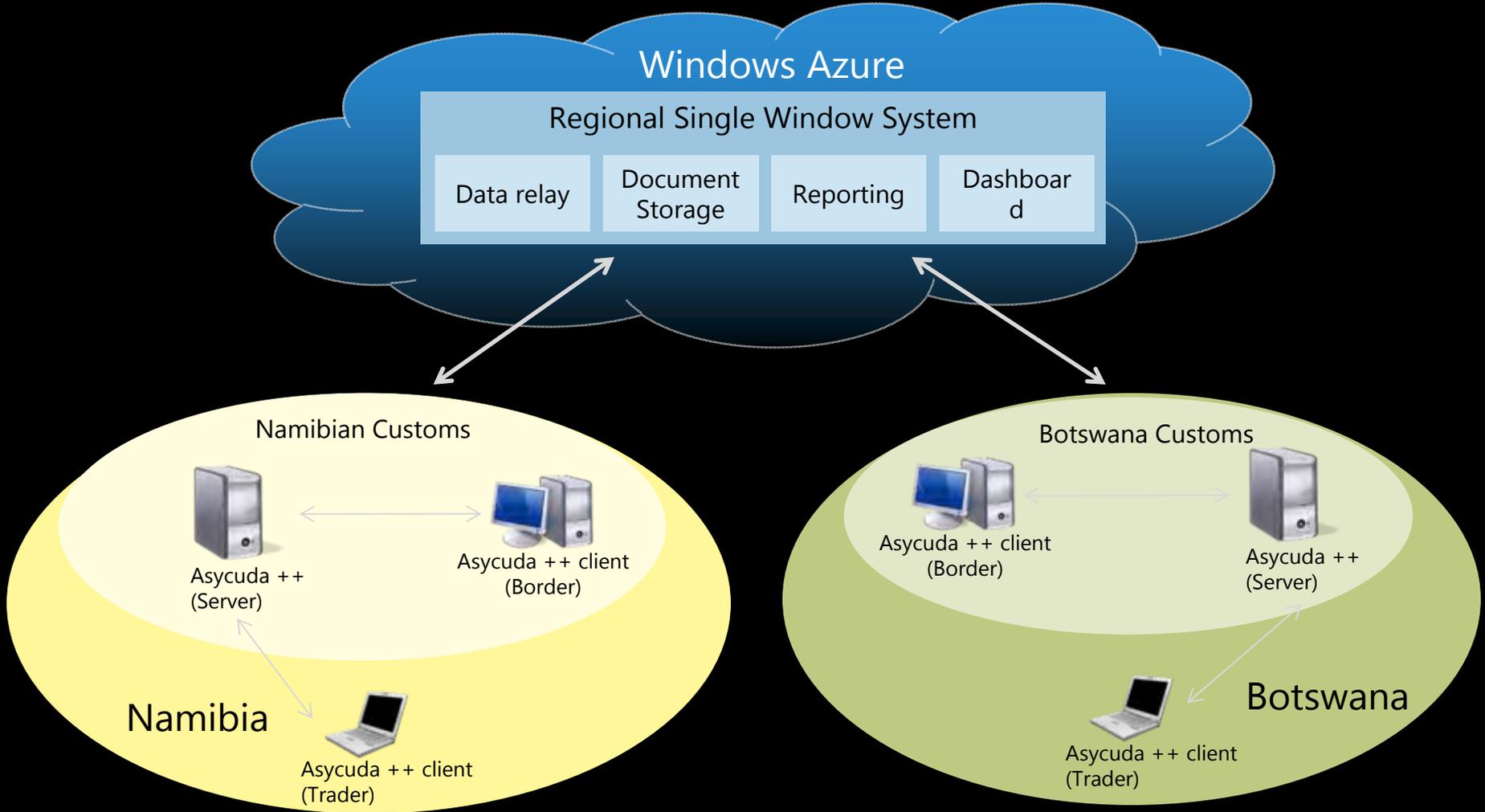
**Ranga Munyaradzi**

Southern African Trade Hub

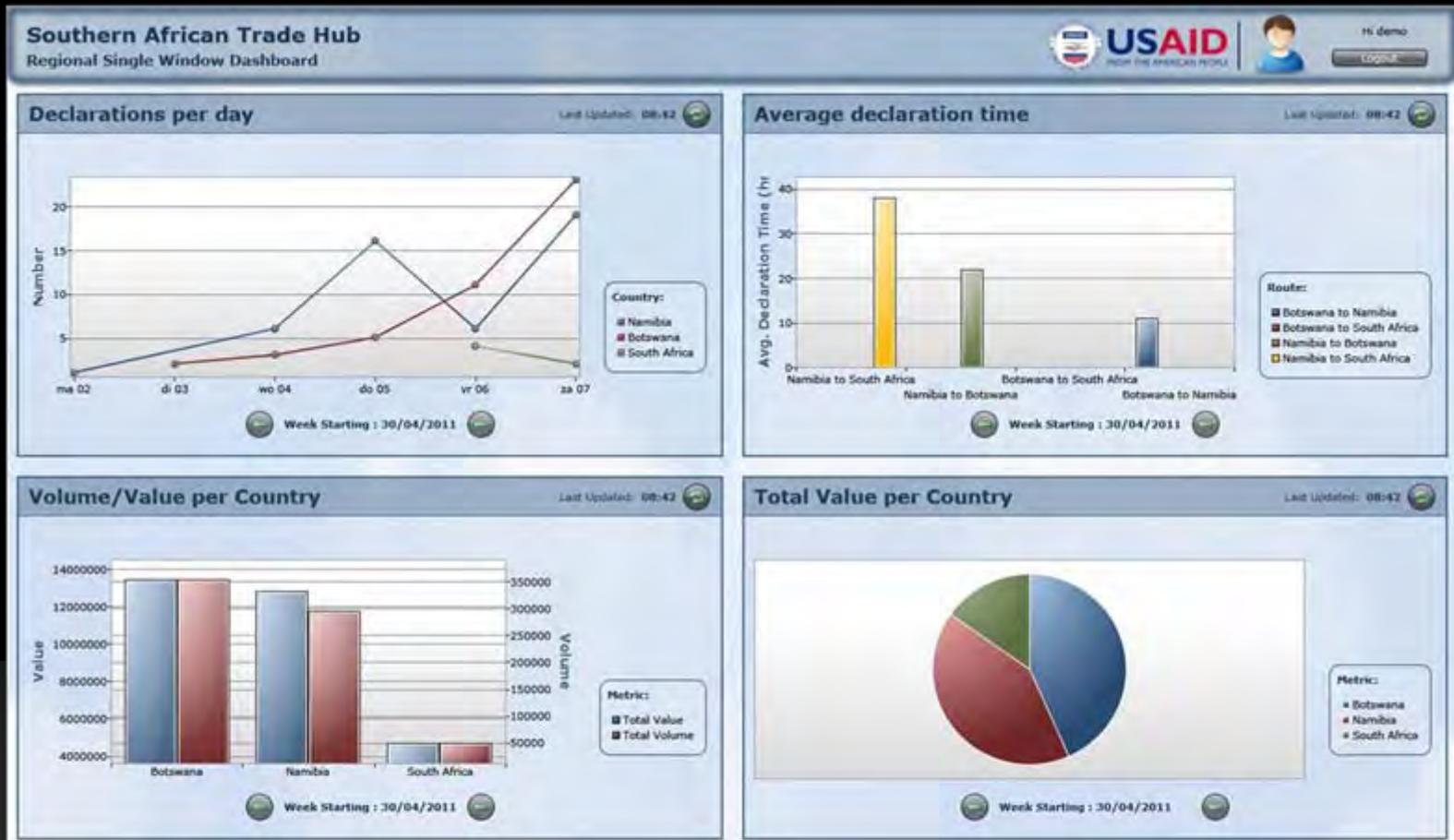
# Trans Kalahari Corridor



# Customs Connectivity



# SATH - Regional Single Window



Our Goal Is To Be a Strategic Partner on  
Your Path to Customs Transformation

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