

## **IBM and Customs**

Customs organizations require more than just new technology; they need a comprehensive approach to their business challenges based on a clear understanding of the issues, a deep knowledge of the Customs business, advanced business and technological thinking, and talented professionals who are passionate about what they do.

IBM is committed to supporting and assisting governments and partner organizations as they address the challenge of the e-Customs transformation. We have invested in a dedicated global team of industry consultants, subject matter experts and solution developers, who focus on developing assets and providing solutions and services to Customs organizations within the total supply chain of global trade.

Our solutions combine IBM's unique insight into Customs organizations with leading strategic consulting skills and unparalleled technical assets to help our clients forge a new path to more effective, efficient and responsive operations. Our success is accomplished by building strong relationships with our clients and their partners, by completing complex systems integration projects on time and within budget, by providing consulting services, and by introducing innovative solutions that are backed by IBM's extensive research and development capabilities and underpinned by IBM's broad portfolio of technology offerings.

### **Current contracts:**

Canada CBSA (targeting), New Zealand JBMS joint border management system, Netherlands DMS (import/export/warehousing), Belgium Multi Annual Strategic Plan (MASP) 2007-2013 (end-to-end modernization), UK Semaphore eBorders resilience - advanced passenger processing, Netherlands DMS (import/export/warehousing), Netherlands TARIFF management system, Australia, BM implemented in 6 countries in the EU a new system (EMCS) for monitoring movement of excise goods in the European Union Leading European Tax & Customs agency (client name is not public): Social business tools (IBM Connections) to support the back-office and front-office activities of Tax and Customs employees

### **Recent contracts:**

US CIS ELIS Transformation, US CBP ACE Modernization, Australia CMR customs, Australia DIAC immigration, Bermuda CAPS, British Virgin Islands CAPS, Russian Federation UAIS Risk Management System Architecture

## **IBM and CBP**

IBM, through its Global Business Services, Public Sector, and its software and hardware sectors, has had a long standing relationship with CBP. IBM services, software, and hardware have been used by CBP to better protect the nation's borders while facilitating trade and other legitimate cross border activity.

Since 2001, IBM has been involved in modernizing the system CBP and the trade community use to assure effective, efficient import of goods into the U.S. As part of this effort, IBM has provided analytical support to CBP to better target and screen goods entering the country. IBM software is used to enhance screening and targeting of both people and goods entering the Country.

IBM has extensive experience with video analytics supporting efforts by state and local law enforcement agencies to better monitor relevant activities on a real time basis to quickly deploy first responders when needed. Internationally, IBM provides services, software and hardware to Customs, Border Security, and law enforcement agencies to implement mission efforts very similar to those of CBP.

Through the 3,000 plus IBM staff involved in public sector efforts, the thousands of staff involved in developing and deploying relevant software to law enforcement efforts, and our world class research and development organization, IBM is well positioned to propose relevant pilot projects to CBP to enhance border security. Of particular note is IBM's leading edge use of analytics to sort through volumes of unstructured and structured data to better "connect the dots" and improve intelligence analysis to identify possible threats to the nation's security. A recent innovation to these analytics is the incorporation of language-based interfaces to these knowledge systems to solve complex inquiries, for example, in the intelligence community and in healthcare.