PROJECT BOOK
Customer
Bahamas Customs and Excise Department

Project
Bahamas Electronic Single Window – 2017

Solution
A Single Window system that integrates Customs and Other Government Agency (OGA) operations, providing automation, advanced risk management and analytics. It also links the trading community electronically for better time and cost efficiencies.

Result
The system modernises Bahamas’ Customs and OGA management, and improve operational metrics and revenue collection.
**Customer**
Botswana Unified Revenue Service (BURS)

**Project**
Botswana Customs Management System – 2015

**Solution**
The new CMS will facilitate the management of Customs services, including the collection and accounting of Customs duties and levies. The new system will also enhance the efficiency of Customs, improve security and shorten the time for goods clearance to benefit the local business community. Apart from incorporating international best practices, the applications in the new CMS are also configurable for future expansion.

**Result**
Enhanced efficiency, improved security and significant reduction in processing time for goods clearance.

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**Customer**
Bahrain eGovernment Authority (eGA)

**Project**
National Authentication Framework – 2011

**Solution**
This nationwide authentication platform manages and safeguards customer identities across multiple service delivery channels and various ministries, enabling users to enjoy the convenience of using a single electronic identity to access a wide range of government services.

**Result**
Reduced operating expenses of government administration while ensuring high quality, efficient and secure service delivery.
Customer
Royal Customs & Excise Department

Project
Brunei Darussalam National Single Window – 2012

Solution
An end-to-end internet based Certificate of Origin (CO) certification system that allows exporters and agents apply CO online.

Result
Increased traceability, prevention of data manipulation and increased business efficiency in the trading community.
Customer
Importers and Customs Brokers

Project
ACROSS/CADEX – 2010

Solution
A web-based solution that enables importers and Customs brokers to submit and receive trade declarations electronically with Canada Border Services Agency (CBSA).

Result
Improved efficiency and reduced costs of Customs administration and incidence of AMPS (Administrative Monetary Penalty System) penalties with complete visibility and control of import shipments into Canada.

Customer
Ocean/Air/Highway Carriers and Freight Forwarder Firms

Project
Advanced Commercial Information (ACI) – 2005

Solution
A web-based application that enables Ocean/Air/Highway Carriers and Freight Forwarders to submit cargo information electronically to Canada Border Services Agency (CBSA) before cargo arrival into Canada. The system is also available as a fully integrated option into the back-end systems, providing increased efficiency in manifest creation and processing.

Result
Streamlined Customs and logistics processes leading to productivity and efficiency gains with reduced incidence of Administrative Monetary Penalty System (AMPS) penalties.
CHILE

Customer
Ministry of Finance

Project
Sistema Integrado de Comercio Exterior (SICEX-Integrated Foreign Trade System) – 2012

Solution
SICEX is a Single Window system that streamlines foreign trade export, import and transit of goods in Chile. The system provides the trading communities a platform to exchange documents and information with their stakeholders efficiently and also offers visibility and access to the central database through internet based interfaces.

Result
The trade process was streamlined through the seamless exchange of information, while goods have improved traceability, and the risk of tampering and forgery of products are also lowered; thus resulting in an overall improvement to the efficiency of the trading communities and enhancement of the country’s competitive edge.

CHINA

Customer
Jiang Su Government

Project
Jiang Su e-Port Master Planning – 2009

Solution
The first provincial-level e-Port in China that provides one-stop trade permits clearance and logistics information exchange services in a Single Electronic Window.

Result
Improved integration between the various controlling agencies, banks and businesses across other provinces and cities’ e-Ports; enabling Jiang Su to become the trade hub of the eastern region.
DJIBOUTI

Customer
Djibouti Port and Free Zone Authority (DPFZA)

Project
Djibouti Port Community System – 2017

Solution
Implementation of a Port Community System to improve the trading environment in Djibouti.

Result
Improvement of the trading environment in Djibouti by allowing traders to leverage on an electronic platform to submit/apply trade documents. This implementation increases the port efficiency of Djibouti as stakeholders and the port utilise a common platform to enhance port operations.

EASTERN CARIBBEAN

Customer
Eastern Caribbean Supreme Court

Project
eLitigation Programme for Eastern Caribbean Supreme Court – 2018

Solution
Implementation of an eLitigation system for the electronic management of cases for all Courts within the jurisdiction of Eastern Caribbean Supreme Court, and the Organisation of Eastern Caribbean States Member States and Territories.

Result
Increased operational efficiency of the Courts, and improved transparency and access to Court services.
FIJI

Customer
Ministry of Economy, Government of Fiji

Project
Fiji Digital Government Transformation Project – 2017

Solution
The project includes the development, delivery and maintenance of:
1. Mobile Applications
2. Common Services: eProfile, eAuthentication and ePayment Enablement
3. Fiji Government Data Exchange Platform with People Data Hub, Business Data Hub
4. Transformational Systems: Birth, Death & Marriage (eBDM), and Registrar of Companies (e-ROC)

Result
The digital transformation streamlines processes and improves productivity and efficiency for the respective government agencies in interacting with citizens and businesses.

GHANA

Customer
Ghana Customs

Project
Ghana Integrated Customs Clearance System (GICCS) – 2009

Solution
A web-based system to facilitate Customs Excise and Preventive Services’ (CEPS) control of landed cargo.

Result
Improved efficiency and enhanced transparency of cargo status for commercial users.
Customer  
Government of Hong Kong Special Administration Region (HKSAR)

Project  
Consultancy Services on the Development of HKSAR’s Government Electronic Trading Services – 2015

Solution  
The Government of HKSAR is planning the development of the new generation of Government Electronic Trading Services (GETS) to be aligned to the Single Window concept as recommended in UN/CEFACT Recommendation 33. CrimsonLogic provided consultancy services to define the appropriate model and functions of a Single Window system for Hong Kong.

Result  
The final consultancy report was adopted by the Government of HKSAR in a public consultation exercise. The Government of HKSAR has also established the Project Management Office (PMO) that will prepare and execute the requisite activities to implement their National Single Window; using the outputs of the consultancy, including the architecture design and technical specifications recommended by CrimsonLogic.

Customer  
Indian Ports Association

Project  
Port Community System – 2006

Solution  
A Single Electronic Window for all port community stakeholders to access critical information readily and securely.

Result  
The centralised electronic message switching facility and database allowed messages in multiple protocols to be exchanged easily among disparate ports in the community. It also enhanced customs authorities’ ability to track the movement of goods.
Customer
Stock Holding Corporation of India Limited

Project
eStamping – 2006

Solution
An optical document security solution that digitally stamps documents to safeguard against duplication and fraud.

Result
Convenience enabled by round-the-clock transactions from anywhere, as well as assurance of documentation authenticity in the States of Gujarat, Karnataka, Delhi, Maharashtra and Assam.

Customer
Kenya Trade Network Agency (KENTRADE)

Project
Kenya National Electronic Single Window System (KNESWS) – 2012

Solution
A Single Window system that integrates stakeholder systems in the cargo clearance process that will reduce delays and cost associated with clearance of goods at the Kenyan border, while maintaining the requisite controls and collection of levies, fees, duties and taxes, where applicable, on imports or exports.

Result
Aiming to become a world class nation with a fully transparent, secure, efficient, and predictable border environment that is relevant to international standards and conventions, Kenya’s Single Window system will provide a one stop integrated service with a co-ordinated view of the government to the customers and reduce their administrative and logistical burden for supporting the trade growth. Separately, the system will also provide an efficient, effective and collaborative process through elimination of duplicated processes and standardise the operations to reduce unnecessary variations/exceptions that will improve the service time.
MAURITIUS

Customer
Prime Minister’s Office

Project
Mauritius National Identity Scheme – 2012

Solution
A solution that replaces paper-based national identity cards with polycarbonate smartcards for all citizens. This process establishes a reliable set of citizen data which can be used for online services.

Result
Leading edge security features on polycarbonate cards, coupled with advanced encryption technology that secures citizen data on the smartchip, reduces the risk of identity fraud and theft. Setting up a trusted repository of citizen data makes electronic identity authentication possible, allowing identity authentication and personalisable online e-services.

MAURITIUS

Customer
Supreme Court of Mauritius

Project
Mauritius eJudiciary – 2010

Solution
An integrated Court administration platform to facilitate seamless case filing, notary services and legal research. It serves as a single user interface where Court cases can be managed more effectively.

Result
Greater judicial transparency and efficiency promoting professionalism and facilitating citizens’ access to justice.
MOZAMBIQUE

Customer
Mozambique Customs

Project
TradeNet® ICMS – 2010

Solution
A Single Electronic Window system that offers a complete manifest submission module, including manifest submission, Customs declaration, transit, guarantee, processing of Customs duties and fees, payment process, risk management, release process, temporary imports/exports of vehicles, warehousing, offence management, auction management and permit/licence issuance.

Result
Simplified and streamlined Customs clearance for the trading community; more efficient and reliable management of manifests for both sea freight and air freight.

NAMIBIA

Customer
Ministry of Justice

Project
eJudiciary System – 2011

Solution
The system allows the judiciary to manage Court documents and case activities electronically, leveraging on advanced anti-tampering technology to validate authenticity of case documents in the online repository.

Result
The system reduces overall operating costs and brings about greater efficiency and transparency for the legal community in Namibia.
**OMAN**

**Customer**
Public Authority for Manpower Register (PAMR)

**Project**
National Integrated Manpower Register System (NIMR) – 2015

**Solution**
NIMR is an eServices portal that links employment seekers with job providers, to relevant opportunities in the public and private sectors. The system also provides up-to-date data of Oman’s aggregated manpower database for analysis.

**Result**
The system enables Omani citizens to access employment information easily, while facilitating effective nomination and matching of employment seekers to job providers from government agencies, military, security and private sectors responsible for manpower. PAMR will be able to analyse up-to-date information, such as employment, education, training and social information from the aggregated manpower database. The analysis will enable PAMR to monitor job market trends, and assist stakeholders to roll out relevant education and training programmes. It will also help PAMR to plan and develop policies to establish clearer processes for job applications, and improving transparency and visibility for job seekers and providers.

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**OMAN**

**Customer**
Royal Oman Police/Directorate General of Customs

**Project**
Oman Integrated Customs Management System and Electronic Single Window – 2013

**Solution**
A system that enables efficient, effective and collaborative Customs clearance by linking government agencies and the trading community electronically.

**Result**
Increased Oman cross border trade through simplified standard processes with transparent border operations and data exchange between various stakeholders.
Customer
Ministry of Industry & Commerce

Project
Single Window (VUCE) – 2013

Solution
A Single Window system that electronically links the trading community and government agencies. The system will streamline trade processes, facilitates data exchange between approving agencies and Customs for the issuance of licence and permits, while reducing the barriers to international trade.

Result
Trade processes are expected to be streamlined, with enhanced seamless exchange of information and operational efficiencies.

Customer
Panama Customs Authority

Project
Sistema Integrado de Gestion Aduanera (SIGA) – 2008

Solution
The SIGA system comprises major Customs documentation modules to improve the ease of doing business, including online business registration, import and export, payment management, container tracking and other services.

Result
This system enables smoother trade through more efficient and transparent documentation, timely statutory approvals and stronger valuation systems which enhances Panama’s position as an international trade and logistics hub.

Customer
Colon Free Zone Administration

Project
Electronic Commercial Movement Declaration System (DMCE) – 2007

Solution
A system that enables users to submit declarations and documentation electronically to the Colon Free Zone Administration and Panama Customs; enable interfacing with other stakeholders, such as the Chamber of Commerce and banks.

Result
Provided users a 360-degree view of the movement of goods within the free zone and enhanced Panama’s position as an international trade and logistics hub.
**QATAR**

**Customer**
ictQatar and Customs & Ports General Authority (CPGA)

**Project**
Qatar Customs Clearance Single Window (QCCSW) – 2008

**Solution**
A single electronic interface linking the trading community with the relevant government agencies to facilitate data exchange for Customs clearance; including information on good declarations, cargo manifest submission, pre-arrival details, inspection, duties payment, post-audit clearance and cargo release modules.

**Result**
Improved efficiency and reduced Customs administration costs through an integrated, one-stop electronic platform.

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**RWANDA**

**Customer**
Government of Rwanda

**Project**
iRembo – 2014

**Solution**
A Private-Public Partnership project to provide a digital platform for all Government-to-Citizen (G2C) and Government-to-Business (G2B) transactions. Besides digitalising existing manual services, the solution also includes capacity building and extending the platform to Third Party Services.

**Result**
Significant reduction in over-the-counter applications and processing time. iREMBO will form the core of the fourth and final phase of the National Information and Communication Infrastructure Plan (NICI) to transform the country from an agricultural-based economy to a knowledge-based one by the year 2020.
SaudI ARABIA

Customer
Public Investment Fund (Ministry of Finance)

Project
SaudIEDI – 2002

Solution
An electronic application linking the sea ports, airports and dry ports in the Kingdom with the Customs, port authorities and various government agencies, and to provide import and export declarations, manifest submissions and delivery order eServices.

Result
Increased efficiency in goods clearance and 50% reduction in time needed to bring merchandise into Saudi Arabia; greatly enhancing the Kingdom’s economic competitiveness.

SINGAPORE

Customer
Monetary Authority of Singapore

Project
Monetary Authority of Singapore SGS Bond Application – 2015

Solution
The system manages the submission and redemption of Singapore Government Security (SGS) bonds, Treasure-Bills and MAS-Bills. Primary Dealers are able to submit their request to the system for bonds processing.

Result
Streamlined process and significant reduction in application and processing time, enabling citizens to apply Singapore Government Security (SGS) bonds, Treasure-Bills and MAS-Bills more efficiently.
Customer
Infocomm Development Authority of Singapore

Project
Integrated Business Licensing System – 2011

Solution
A one-stop service portal for licence, compliance and portfolio management in the business licensing application process, integrating more than 250 business licences from 18 government agencies in Singapore.

Result
Business owners enjoy greater accessibility through a streamlined and consistent user experience. Quick and consistent implementation of multi-agency changes accelerates decision-making on licence applications, saving time and minimising inaccuracies.

Customer
Accounting and Corporate Regulatory Authority Singapore

Project
Financial Information System – 2011

Solution
ACRA taxonomies used in existing XBRL (extensible business reporting language) system are created based on IFRS (International Financial reporting standards) Taxonomy 2006, issued by the IFRS foundation. It enables companies to prepare their financial statements in accordance to the required Accounting standards.

The FIS project brought the Singapore taxonomy up to date with the IFRS taxonomy and provide a flexible tool for companies to conduct the filing of their financial statements.

This project involved the design, development and implementation of a tool that used a Taxonomy framework and was compliant with the reporting standards in Singapore which are IFRS, SFRS & SFRS for small entities.

Result
Companies enjoy greater accessibility through the usage of a unified system and interface. The system ensures standardised business reporting by business entities and ensures that the proper accounting standards are adhered to.
Customer
Infocom Development Authority

Project
OneInBox – 2011

Solution
A single and secured platform for citizens and businesses to receive electronic correspondences from the Government, in place of hardcopies.

Result
Greater convenience to individuals as they can access government correspondences anywhere, anytime. The system will also allow individuals and businesses to perform transactions with the government immediately upon receiving the electronic correspondence.

Customer
Singapore’s Judiciary

Project
Integrated Electronic Litigation System (eLitigation) – 2008

Solution
This solution provides template-based filing, integrated due diligence, case and data validation with agencies, case management and tracking, and resource management, leading to seamless paperless litigation processes.

Result
Replaced EFS, provided greater efficiency in the value chain, resulted in more seamless connection, collaboration and transaction between courts, government agencies and legal content providers; enabling the Singapore judicial system to maintain her rank among the fastest in the world.
Customer
Ministry of Finance

Project
SingPass (Singapore Personal Access) System – 2006

Solution
A secure and user-friendly e-identity and password authentication platform that enabled over 3 million Singapore citizens and eligible users to access government eServices in Singapore.

Result
With a personal e-identity and password, users could access more than 200 eServices offered by over 60 government agencies.

Customer
Singapore Customs

Project
TradeXchange® – 2005

Solution
A neutral and secure trade platform that facilitated the exchange of information within the trade and logistics community.

Result
The trade and logistics community enjoyed simplified and seamless trade transactions through a single interface with improved efficiency and lower business costs.
Customer
Singapore Customs

Project
Tradenet – 1989

Solution
The world’s first nationwide electronic trade network that united over 35 controlling agencies, enabling businesses to submit trade permit applications and receive permit approvals within seconds via the internet.

Result
Streamlined processes, increased efficiency and significant cost savings.

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Customer
The Information and Communication Technology Agency of Sri Lanka (ICTA) and the Ministry of Public Administration and Home Affairs

Project
eDivisional Secretariat – 2008

Solution
A single window application that enables citizens to submit and complete online service requests to the various divisional secretariats.

Result
Simplified, seamless and real-time communication between government and citizens, and efficient access to government services across different agencies.
SURINAME

Customer
Ministry of Trade and Industry

Project
Feasibility Study for the technical, financial and legal requirements for the establishment of an Electronic Single Window system – 2017

Solution
A consultancy study to assist the Government of Suriname in setting up an Electronic Single Window (ESW) relating to Import, Export, and Foreign Currency Control Division (IUD), a division of Ministry of Trade and Industry.

Result
This study helps the government of Suriname to better understand the need of an ESW system, and how it will improve the country’s business competitiveness.

TRINIDAD & TOBAGO

Customer
Ministry of Planning and Development

Project
Automated Construction Permitting System Project – 2018

Solution
To enhance the ease of doing business, a solution is needed to streamline the process of construction permit applications, reduce multiple applications, and cut down waiting time.

Result
The process is revamped and accelerated the application and approval of the construction permits providing a centralised platform for ease of data sharing and outreach to other agencies and ministries. The Geographic Information Systems (GIS) component within the system provides accurate construction permit applications and improve the ‘Dealing With Construction Permits’ indicator in the Ease of Doing Business to improve Trinidad and Tobago’s economy and investment climate.
Customer
Government of the Republic of Trinidad and Tobago (GORTT)

Project
TTBizLink – 2009

Solution
TTBizLink connects 25 separate government departments/ agencies across ten government ministries. It provides private sector stakeholders an electronic and secure paperless platform to access government services such as permits and licence issuance, company and business registration, work permit processing, electronic certificate of origin, fiscal incentives and import duty concessions, Goods declaration processing, Arrival/ departure Notice processing, Submission of applications for Water and Electricity.

Result
The system has achieved more than 90% reduction in application processing time, and improved service levels and efficiencies across many government agencies. It has also transformed key trade and business related services and positioned Trinidad and Tobago as a world class business hub.

Customer
Federal Customs Authority

Project
Cash Declaration System (Passenger/Cargo) – 2012

Solution
The system captures declarations made by individuals entering or leaving the country by land/air/sea, especially those who are carrying cash of defined value.

Result
The Central Bank and Federal Security Agencies are able to capture and analyse cash/cargo declarations made by arriving and departing individuals (i.e. foreigners and citizens in/out of UAE).
Customer Federal Customs Authority

Project Circulars and Permits System – 2012

Solution The system streamlines, automates and manages the process of issuing and processing circulars and trade permits in the UAE. It allows seamless integration with other federal and government entities over an electronic middleware gateway. With disparate commercial systems deployed in other entities, an approach to integrating them and making the information flow across various systems seamlessly is the key to realising the vision of FCA.

Result The Circulars System is a centralised platform to author, review, approve and publish Federal Circulars on security, trade, customs and control. The system helps Federal and Local Agencies real time and spontaneous access to a repository of circular notifications. The system also helps the trading community a single centralised portal to lookup current and up to date information on Restrictions, Instructions to trade in UAE. The system also provides secure platform to exchange confidential notification and circulars among the Federal and Local Agencies.

The Permits System simplifies the application and processing of Federal Trade permits process for all federal entities, allowing greater visibility, transparency in approving, managing and reconciling permits for better accountability, enforcement and tracking.

Customer Federal Customs Authority

Project Unified Trader Code and Data Sharing System – 2010

Solution The system links up the registries of Local Customs Departments, thereby allowing the Federal Customs Authority to automatically register traders in the UAE and perform Risk Data Sharing between relevant Local Customs, Security Agencies and Risk Grade Traders at a national level.

Result UAE is able to issue a Single National Unified Trader Code for every trader in the UAE. Federal Customs Authority is able to perform Risk Information Sharing between seven Local Customs Departments and other agencies.
Customer
Federal Customs Authority

Project
Maqasa Clearance System – 2010

Solution
The system automates the Gulf Cooperation Council (GCC) claims clearance process and generates the UAE trade statistics to meet the reporting requirements of both external and internal agencies.

Result
UAE is able to electronically perform claims clearance process (Maqasa Clearance) with the GCC Countries. It enables the collection and consolidation of trade statistics data from seven local customs departments, allowing nationwide reports to be generated electronically.

Customer
Ministry of Justice

Project
eJustice Programme – 2008

Solution
A system that enables seamless integration of processes and services case filing, legal research, notary services, as well as case and document management.

Result
Enhanced transparency and efficiency of the judiciary and greater access to the legal regime for citizens and businesses in the UAE.
**Customer**
Importers/Freight Forwarders

**Project**
Importer Security Filing (ISF) 10+2 – 2009

**Solution**
A web-based application that enables US importers or their agents to securely submit ISF data directly to CBP (Customs and Border Protection), facilitating the submission of data 24 hours before cargo loading at the foreign port. The system supports email and SMS text notification to importers to further streamline business operations and is available as a fully integrated option into the back-end systems providing increased operational efficiency in manifest creation and processing.

**Result**
Streamlined customs compliance, avoidance of cargo delays and cost savings from submitting ISF data directly to CBP, to ensure full level of control instead of relying on third parties.

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**Customer**
Highway Carriers/ Freight Brokers and Dispatch Software Integration Partners

**Project**
Automated Commercial Environment (ACE) – 2006

**Solution**
A solution that enables highway carriers to submit electronic manifest data to U.S. Customs one hour in advance of truck arrival at the first U.S. port of entry. The system also supports email and SMS text notification to drivers to further streamline their business operations.

**Result**
Streamlined border crossings into USA with reduction in delays and faster delivery times and increased cost savings.
Customer
Ministry of Information and Communications

Project
Public Key Infrastructure (PKI)
Consultancy Project – 2011

Solution
A review of current operational procedures to better understand and support eGovernment development and develop a PKI project.

Result
A first step towards developing a National Authentication Framework, which serves as a secure platform to streamline administrative procedures, improve user experience and operational efficiency and increase productivity.
About CrimsonLogic
CrimsonLogic is a trusted partner to governments and businesses globally. For 30 years, the Group has partnered with customers to innovate sustainable world-class solutions, products and services in Trade Facilitation, eJudiciary and Digital Government, enabling digital transformation that positively impact lives and communities.

For more information, please visit www.crimsonlogic.com