SGS Single Window, Port Solutions and Services

SGS has over 20 years experience in providing solutions and services to improve trade efficiency for governments around the world. We operate in regions where reliable infrastructure is a continuous challenge and we invest in local capacity building to support the day-today operation of the systems implemented, making sure they are up and running 24/7.

SGS is able to manage investments and risk. Both are integral to the success of a Single Window project. Our in-house development team works with proven technology partners to deliver best-in-class solutions for our customers.

We offer a wide range of solutions

TRADE SINGLE WINDOW

Commonly known as a Regulatory or National Single Window (NSW) solution, this service is key to digitizing and orchestrating the regulatory processes and procedures related to international and cross border trade. Encompassing features like processing and electronically issuing trade licenses, permits and certifications, interfacing closely with the Customs backend system, it provides a one-stop-shop for stakeholders to exchange information electronically, from the declaration request to the release of goods.

INTERNATIONAL MARITIME ORGANIZATION (IMO) MARITIME SINGLE WINDOW

The Maritime Single Window (MSW) extends the reach of the digital information exchange between ship and shore to logistics players and port community stakeholders.

This platform also supports IMO (FAL) compendium reporting. It is common for the MSW to integrate or exchange information with the NSW.

PORT COMMUNITY SYSTEM

The Port Community System (PCS) that we offer focuses on supporting B2B activities and transactions within the port/terminal operation. Our vision of PCS will facilitate service requests between private stakeholders, and record the services rendered and associated fees.

To improve business reporting, the platform includes an integrated invoicing and payment module. In a typical scenario, integration with MSW and/or NSW is expected.

CUSTOMS MANAGEMENT SYSTEM

The Customs Management System (CMS) is used by Customs to support their day-to-day operations. It supports electronic submission of declarations and manifest filing, and provides the ability to capture the entire process of goods' arrival to their release. Other modules, such as valuation, risk management, selectivity, auction management, warehouse management and post audit clearance can also be managed within the system.

SGS

RISK MANAGEMENT SYSTEM

We have access to a state-of-the-art Risk Management System (RMS) that aligns with the WCO Risks Compendium processes. The RMS can be integrated seamlessly with the CMS and NSW as an extended function to monitor risky transactions. Customs authorities or border agencies can define and customize risks and establish actionable steps on each risk scenario captured. An Artificial Intelligence (AI) algorithm can also be introduced.

SINGLE WINDOW CONSULTANCY

We are technology agnostic, thus providing unbiased opinion on selecting the best technology for you. Implementing a Single Window project is not just an IT project, it involves managing many intricate challenges that are usually difficult to settle in the contract, such as change management, managing stakeholder expectations, sustainability planning, and continuous training.

SGS has accumulated a wealth of experience and knowledge in the implementation of Single Window projects and related systems. This places us in a strong position to provide consultancy services related to the implementation of the system throughout the various stages of project planning, set up, and operations.

SGS Consultancy wheel: Existing Contract Review, Project Management, Procurement Management, Business Process Reengineering, Vendor & Contract Management, Operation Management.

PUBLIC PRIVATE PARTNERSHIPS

We firmly believe that the most effective and fastest formula to deliver a Single Window solution is to establish a Public Private Partnership (PPP). By ensuring that both the public and private sectors are bound together in this initiative, the chances of success are substantially increased.

The public sector is best positioned to formulate needs and drive the system design. The private sector is equipped to ensure rapid development and deployment.

Why SGS

We are SGS – the world's leading testing, inspection and certification company. We are recognized as the global benchmark for sustainability, quality and integrity. Our 99,600 employees operate a network of 2,600 offices and laboratories around the world.

SGS has the proven experience as a trusted third party to resolve complex challenges, and our clients can attest to our contributions for the countries where we operate.

For more information, visit www.sgs.com/tradefacilitation

REFERENCES

- **2011 – present (Mozambique)**
  Mozambique Community Network (MCNet), National Single Window and Customs Management System through PPP

- **2006 – present (Madagascar)**
  Malagasy Community Network (GasyNet), National Single Window through PPP, integrating with ASYCUDA World

- **2020 to 2022 (Nepal)**
  Continuation of Nepal National Single Window and Trade Portal Implementation Quality Assurance and Advisory Services

- **2002 to 2020 (Ghana)**
  Ghana Community Network (GCNet), National Single Window and Trade Portal for Cargo Clearance through PPP

- **2017 to 2019**
  (Indonesia) Completed two Port Community System (PCS) consultancy studies in Indonesia

- **2015 to 2018 (Nepal)**
  Nepal National Single Window and Trade Portal Implementation Quality Assurance and Advisory Services (World Bank funded)

- **2007 to 2012 (Ivory Coast)**
  APSNet Ivory Coast Single Window and Advance Cargo Information program

- **Consultancy & Feasibility Studies completed in the last 10 years:**
  Brazil, Suriname, St Lucia, Antigua, Jamaica, Nigeria, Ethiopia, Mongolia, Myanmar, Gabon

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When you need to be sure