



Global Supply Chain Forum

Towards sustainable, intelligent and
connected Single Windows

Joseph Nehme

What is the context?

- Increased complexities in trade growth
- Higher costs to operate
- Multiple risks
- A defying environment with new technologies, that challenges governance structures
- Sme's represent 99% of companies in LA and Caribbean, 60% of employment, but only 6% of exports
- Sme's have relatively higher costs to export



How new technologies can enable Single Windows?

SW provide transparency, that attracts foreign investments

- Technology can help in many ways, from automating, collecting data, to fighting corruption
- AI helps forecast demand and trade flow that allows better resource allocation and planning at border agencies and ports
- Boost gender equality, through less exposure
- Data analysis for risk management



Key success factors



- Foster public- private partnerships
 - Complementary roles
- Start thinking the future. Design the process right first. Technology should follow, providing solutions according to needs
- Do not digitalize bureaucracy
- Technology to verify documents compliance, accuracy and veracity

Key success factors

- Ensure a representative governance body, considering trade facilitation committees, private sector and sme's
- Senior authorities to champion. They need to understand the benefits of SW and the use of technology
- Strong Ministry to lead and align government agencies



Key success factors



- Resilient design
 - To support stress tests
 - Business continuity (Covid)
 - Flexible, adaptable, fast track
- Go for low hanging fruits. Implement good practices that bring benefits and are friendly to users, like mobile Apps, training channels, online chats, multiple payment methods

Aspects to consider

- User centric design
- IoT to support infrastructure, RFID, centralized scanners operation
- AI to analyze data, risk management and prediction models
- Data privacy
- Scalability



Aspects to consider

- Legal framework.
 - Mandatory vs optional to users
 - Agencies alignment
- Think of it as an ecosystem
 - Multi layer interoperability
 - Modular design
 - Maritime single window. Ports
 - Banks



Some recommendations

- Being a good neighbor
 - Exchange boosts dialogue and prosperity
 - Gives connectivity opportunities to hinterland countries
 - Bolsters regional cooperation
- Create impact. Ensure the design focuses on the main sectors of the local economy
- Control barriers should be invisible

Some recommendations

- Ensure, measure and share tangible benefits for a better change management process, to overcome resistance to change
- Identify and cover capacity and expertise gaps
 - Address skills needs for the Fourth Industrial Revolution. Digital Talent Map
- Human Intelligence. AI can be a tool to identify risk, to support human decisions and intelligence.

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Thank you