

THE NEW BORDER AGENCY

VIDEO TRANSCRIPT

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The border has become a priority for governments. The truth is the borders are under pressure. There are more people traveling.

There are more goods being shipped. Increasingly governments are seeing that border as an asset as a critical piece of national infrastructure. They want to invest in that asset to achieve three critical outcomes. The first is to improve the processes at the border to help facilitate more trade. The second point is around protecting society that's around improving security at the border. The third area, one that's often overlooked is the fact that the border is a place where money is collected. An efficient and effective border means more revenue generation to be put back into infrastructure investment to improving the public services to improving security of a country.

If I look at the leading border agencies around the world there are two things they're doing well. One they are using data much more effectively. The second thing they are doing extremely well is to identify areas where they can automate.

So what are leading agencies doing right now to adopt these intelligent technologies to take advantage of this wave of innovation? Educating, understanding what the technologies can do for your organisation. Starting small and scaling fast. Recruiting creativity. That means bringing into your workforce the people who understand these technologies.

That means creating new models of collaboration and partnership with those organisations with the private sector with the ecosystem of innovation and suppliers they bring to work and deliver those critical outcomes.

What does the digital border agency of the future look like? To me there are four key components. The first one is data. Using data effectively. The second one is around automation. Embracing these intelligent technologies like robotic process automation artificial intelligence. The third is about empowering the workforce, a skilled part of your organisation. The fourth area is around using your suppliers effectively.

If we look to the future the arrival into a country at an airport will be a very



different experience. It will not be a queuing experience. It will not be standing at a booth, talking to an officer experience. It will be a seamless experience.

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